

TOM MELCHIONNA

Technical Deployment & Professional Services Leader

Forward-Deployed Engineering | Solutions Architecture | Enterprise Delivery

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Technical Deployment and Professional Services leader with 15+ years across telecom, UCaaS/CCaaS, NOC operations, enterprise implementation, and global service delivery.

Built a career from hands-on voice and contact-center engineering through solution architecture and complex enterprise deployment into Professional Services leadership, scaling the teams, operating models, and cross-functional systems behind successful customer delivery.

Brings full-lifecycle experience from technical discovery and commercial scoping through implementation, migration, adoption, renewal, and growth, supported by current hands-on work in applied AI, LLM integration, APIs, data, and containerized environments.

Key Strengths

Professional Services Leadership · Technical Deployment · Forward-Deployed Engineering · Solutions Architecture · Enterprise Integration · Technical Discovery & Feasibility · Commercial Scoping & RFPs · Pre-Sales & Post-Sales Partnership · Enterprise Implementations & Migrations · Program & Portfolio Management · Resource & Capacity Planning · Product & Engineering Partnership · Incident & Escalation Leadership · Executive Communication

CURRENT ENGINEERING & APPLIED AI | 2025 – PRESENT

- Hands-on engineering across generative AI and LLM integration, REST/OpenAPI, RAG, MCP, provider-neutral model routing, agent workflows, AI evaluation, local inference, relational/vector data, and Linux/containerized environments.
 - Apply contract-first and schema-driven design, automated testing, architecture decision records, human review gates, trust boundaries, observability, and reproducible deployment practices across independent systems research and portfolio development.
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TECHNICAL & OPERATING RANGE

AI & Agent Systems: OpenAI · Claude · Gemini · Ollama · LiteLLM · MCP · RAG · Embeddings · Model Routing/Fallback · Local Inference · Agent Workflows · Evaluation · Observability · Trust Boundaries

APIs, Data & Platform: HTTP/REST · OpenAPI · JSON/YAML/TOML · PostgreSQL · SQLite · Supabase · pgvector · DuckDB · Linux · Docker/Podman · Kubernetes/K3s · Git/CI/CD · Cloudflare · AWS/GCP

Languages & Automation: Go · Python · Rust · TypeScript · SQL · Bash

PROFESSIONAL EXPERIENCE

VONAGE BUSINESS, United States (Remote)

09/2014 – 09/2025

Professional Services Manager

07/2017 – 09/2025

*Advanced from supervisor into senior leadership to head the Global Professional Services organization, managing up to **30 direct reports**, including a supervisor, across the United States, Poland, Costa Rica, and India. Led the teams and delivery systems behind a **\$20M-\$30M ARR implementation portfolio** supporting large-scale deployments across retail, franchise, municipal, finance, healthcare, and public-safety environments.*

- Transformed operations through KPI dashboards and continuous-improvement frameworks, reducing project overruns by **30%** and delivery timelines by **33%**.
- Launched and operationalized a near-shore Tier 1 provisioning organization, building processes, training, and coaching that increased project throughput by **25%** while sustaining **95% CSAT**.
- Designed a structured technical-escalation workflow that reduced resolution cycles from **days to hours**, improved handoffs, and converted recurring field and integration failures into Product and Engineering recommendations.

- Directed platform migrations, integrations, onboarding, renewals, expansion, customer-risk prioritization, capacity planning, and delivery forecasting across concurrent enterprise programs.
- Partnered across Product, Engineering, Sales, Solutions Engineering, Project Management, Customer Success, Support, partners, and carriers; presented operational insights and business cases that informed budgets and strategic investments.
- Cultivated a high-retention senior team with **average team tenure of 7-9 years** and **zero voluntary attrition** through multiple acquisitions and restructures.

Professional Services Supervisor

12/2015 – 07/2017

Promoted for performance and technical leadership to lead a regional Professional Services organization spanning complex implementations, platform migrations, staff development, quality assurance, and cross-functional delivery.

- Created and scaled repeatable deployment models for high-visibility multi-site contact-center programs; a representative rollout standardized the first **30 sites**, reached **six production locations per day**, and remained approximately **two weeks ahead** of schedule.
- Led RFP development, scoping, qualification, vendor selection, and negotiation for the company's first outsourced provisioning and go-live support team; established training, processes, and operating standards.
- Designed Professional Services frameworks across Voice, Data, Access, and Project Management; partnered with Sales to prioritize backlogs and installation forecasts, achieving **100% installed MRR forecast accuracy**.
- Led high-complexity escalations and incident response, including overnight Engineering coordination, on-site disaster recovery, distributed-user restoration, and recurrence controls for a business-critical contact-center outage.

Voice / Data Provisioner III

09/2014 – 12/2015

*Advanced from support engineer to implementation **SME**, owning complex multi-site voice, data, and contact-center deployments and serving as a primary escalation point for high-impact projects.*

- Led technical discovery, solution design, provisioning, integration, QA, UAT/UAR, cutover, go-live, hypercare, and handoff for complex enterprise implementations.
- Designed and deployed **SIP trunking, IVR, call-routing, contact-center, endpoint, and third-party platform integrations** based on customer business and production requirements.
- Built, tested, and validated call flows and configuration deliverables; coordinated Project Managers, Engineers, carriers, partners, on-site resources, and customer stakeholders through launch.
- Carried approximately **50-80 concurrent projects** during high-demand periods, including many of the highest-complexity deployments and escalations.
- Managed **50+ active deployments** while maintaining **>99% SLA compliance** and contributing more than **\$100K in new MRR per quarter** through optimized design and post-launch performance.

TELESPHERE - United States

03/2013 – 09/2014

Customer Service & Support Engineer II

Provided Tier 2 support, MACD, and NOC operations for nationwide VoIP and MPLS environments.

- Resolved **75+ weekly tickets** ranging from routine changes to critical **P1 production incidents**.
- Diagnosed and restored MPLS and transport faults with carriers and LECs, supporting **99.99% service availability** and rapid incident response.
- Configured, deployed, and tested customer-premise equipment remotely and with on-site teams; troubleshoot live voice, data, routing, and endpoint issues.

EDUCATION & CERTIFICATIONS

East Valley Information Technology School - High School Diploma, Concentration in Information Technology

Certifications: Cisco CCNA (2022) | CompTIA Security+ (2021) | CompTIA Network+ (2021)