

JOHN S. ROBINSON

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PROFESSIONAL EXPERIENCE

COMMUNICHANIC CONSULTANTS, INC.

1/ 2009 – Present

Provide systems integration expertise and VoIP / ISDN / TDM lab services to carriers, value-added service providers and enterprises. Focus on network element operability, service platform architecture, and service quality.

- **Products:** Softswitches, VoIP Session Border Controllers, SIP telephones, VoIP Gateways, and Integrated Access Devices.
- **Technology:** VoIP, H.323, H.245, SIP, SDP/UDP, T.38, Linux, Apache, Asterisk, OpenSIPs, MySQL SIP < -- > H.323 interworking, RFC 2833 SIP < -- > H.245 interworking.
- **Achievements:** Assist network service provider with migration from NexTone to Acme Packet equipment. Specified architecture for Acme configuration.
- Advise on platform selection and implement SIP redirect Least Cost Routing for an VoIP services provider.
- Conceive architecture using BGP for “hot standby” site migration for disaster recovery.
- Develop VoIP pilot program for major conference services provider.
- Resolve low probability but high impact DTMF recognition problem for enhanced services provider.
- Demonstrated and documented to enterprise client that landlord / IP service provider was intentionally blocking of SIP (5060 UDP).
- Resolve Softswitch and multiple vendor’s SIP phone interoperation problems for ILEC. Ended finger pointing between phone manufacturer, CPE IAD provider, SBC provider and Softswitch provider. Those problems were causing failure of Centrex features and impacting sales revenue.
- Assisted CLEC and Cable TV MSO with technical issues and market roll-out of Voice-over-Cable offering. CLEC provides wholesale “Class 5” features sold in consumer market as Cable TV Voice product.
- Resolve occasional “one way audio” carrier interconnect problem for multi-city CLEC in Metaswitch + VoIP gateway installation.
- Assist SIP phone manufacturer with major feature enhancements and interoperability testing.

NEXTONE - NEXTPOINT / GENERAL TELECOM

2006 – 1/ 2009

Sr. Technical Consultant

Provide pre-sales technical support to core sales team, and ongoing Technical Account Management for strategic accounts.

- **Products:** VoIP Session Border Controller, Real-Time Session Manager, Hardware-based IPSEC tunnel termination device. VoIP to TDM conversion and Route Management services.
- **Technology:** Ethernet, IP, VoIP, H.323, H.245, SIP, SDP/UDP SIP/TCP, T.38, Radius, Linux, Apache, PHP, MySQL SIP < -- > H.323 interworking.
- **Accounts:** Arbinet, GlobalCom, SoundBite, TelTac (Sierra Leone, Africa) Voxee others.

- **Interoperability Testing:** Spearheaded NexTone's interoperability testing with CopperCom. Guided multiple key accounts for interoperability and performance tuning of their "home grown" SIP-based Telephony ASP platforms.
- **Achievements:** Displaced competitive product as CopperCom's preferred Session Border Controller.
- Developed web database call detail record analysis tool, facilitating statistical review of network performance.
- Ported NexTone's Real-time Session Management to a lower-cost COTS platform.
- Voted to 2007 "President's Club" based on nomination of multiple account exec's.

QUINTUM TECHNOLOGIES, INC.
Senior Applications Engineer

2003 – 2006

Provide top-notch top-tier technical Customer Support for this manufacturer of VoIP gateways, session border controllers, and related systems. Work directly with critical accounts on their most difficult problems, obtaining resolution through Engineering and Development as required. Advise Quintum executive management on product improvements and enhancements to improve customer satisfaction.

- **Products:** VoIP Media Gateways, Session Border Controller, Route Server.
- **Technology:** Ethernet, IP, VoIP, H.323, H.245, SIP, SDP, T.38, G.723, G.729, G.711, SS7 ISDN, Q.931, MFC R2, FGD, T-1, E-1, Radius, Linux, Apache, PHP, MySQL, Perl.
- **Accounts:** American Airlines, Verizon, Lucent, Telephony@Work, Globecall (Brazil), others.
- **Interoperability Testing:** Led Quintum's interoperability testing efforts with 3Com, Inter-Tel, Siemens, Pingtone, Zultys, Grandstream, Polycom, Broadsoft.
- **Achievements:** Worked with Microwave-based CLEC and Arbitrage account to achieve ten fold improvement in call setup rate, and establish an off shore telemarketing-over IP business.
- Worked with Australia's leading FAX service bureau to establish Fax-over-IP interoperability between their proprietary system, and Quintum's equipment.

Conceived and implemented changes to Quintum's default configuration to improve user satisfaction with highly compressed speech.

COPPERCOM CORPORATION
Senior System Engineer

1999 – 2002

Key technical sales contact to customers and interoperability partners.

- **Products:** Class 4 / 5 Softswitch, Voice Over ATM AAL2 / GR-303 Media Gateway, DSL Modem with Ethernet and Voice over Packet.
- **Technology:** Ethernet, IP, Voice over ATM / AAL 2. GR-303, Fax and Modem over ATM AAL 2, ISDN, SS7, Q.931, FGD, DSL, (ADSL DMT, and SDSL) Data over ATM AAL 5, Corba based network management, Solaris, Oracle, LDAP DS-3, STS-1 and DS-3.
- **Accounts:** Sprint, Lucent, Alcatel, Focal Communications, Gateway Telephone, McLeod, TDS / USLink, US West, 702 Communications, Cinergy, Waldron Telephone, other ILEC's.
- **Interoperability Testing:** Lucent 5E GR-303, Lucent DSLAM, Cisco DSLAM, Polycom DSL CPE, Westel DSL Modem.
- **Accomplishments:** Won a lab test competition at Sprint carrier for CopperCom's Voice over Broadband product, resulting in field market trial deployment in Las Vegas, Nevada, where Sprint is Incumbent Local Exchange Carrier.
- Won CopperCom's first Softswitch placement at ILEC Waldron Telephone. Negotiated RUS contract enabling Federal funding for the project.

XYLAN / ALCATEL CORPORATION
Systems Engineer

1998 – 1999

Key technical sales contact to Carrier and Service Providers in North Central USA.

- **Products:** Modular and “stackable” Layer 2 and Layer 3 data switch routers.
- **Technology:** Ethernet, Token Ring, FDDI, PPPoX, ATM AAL 1 and ATM AAL 5, RFC 1483, RFC 2684, RFC 1577, LANE, ATM UNI 3.1 and UNI 4.0, OC-12, OC-3, DS-3, DS-1, Frame Relay, 802.3, 802.3p, 802.3q, IP, IPX, RIP, OSPF
- **Accounts:** Ameritech, Allied Riser Communications, Dakota Services, Digital Teleport, Sprint, Focal Communications, InterAccess, MCI Telecommunications, USN
- **Standards Conformance Testing:** ATM Forum LANE, ATM UNI 3.1, RFC 2684 Routing.
- **Accomplishments:** Won approval for Xylan’s Ethernet / VLAN switch / router as key network element for managed LAN extension service at a major carrier.
- Supervised internal and customer beta tests of new products, including M013 multiplexer / frame relay / PPP bridge and router interface.
- **Publication:** *“How to Pass UNI 3.1 Conformance Tests with a Xylan OmniSwitch and an HP 75000 Broadband Series Test System.”*

AMERITECH ADVANCED DATA SERVICES
Sales Engineer

1997 – 1998

Data technical sales support and “overlay” for Top-tier customers in Chicago Area.

- **Products and Technology:** Ameritech Frame Relay, ATM, SONET services, and DSL. Cisco, Bay Networks, Fujitsu, Adtran, Kentrox, and other CPE. Ethernet, SONET, OC-3-48, DS-3, DS-1, Frame Relay, IP, DSL, ISDN BRI
- **Accomplishments:** Designed unique hybrid SONET network consisting of both Ameritech owned and operated nodes and customer owned and operated nodes, and incorporating CLEC facility in subtending ring. Developed business case for first business-class DSL corporate service.

R. R. DONNELLEY AND SONS COMPANY

1980 – 1996

Technical Director, Communications and Networking

1994 – 1996

Manager, Data Communications

1987 – 1994

Senior Technical Specialist

1980 – 1987

Managed data and voice network for this *Fortune* 150 supplier of print and print-related services. Managed development groups and projects to improve the company’s capabilities through applied technology.

- Conceived and implemented an international IP and multi-protocol router network operating over a private frame relay network. This network consolidated five separate networks into a single system. Initial deployment reduced costs more that \$700,000 annually and enabled the company and a key customer to establish a manufacturing presence on a new continent.
- Managed a project team that invented a laser printer controller and earned a U. S. Patent. This device has produced savings of more than \$12 million.
- Designed and developed hardware and microcode to record images for printing presses, improving print quality and reducing time-to-press.

EDUCATION

Roosevelt University, Chicago, Illinois
MBA Systems Analysis
BA Music

PATENTS AND LICENSES

Principle Inventor for U. S. Patent #4,679,153
“Laser Printer System for Phototypesetter Emulation”
First Class FCC General Radiotelephone License