Ignacio Grondona

Kilkenny , Ireland

ignacio.grondona2@gmail.com · +353877059364

www.linkedin.com/in/ignacio-grondona-44432925

IT & Unified Communications Specialist

Profile Summary

IT professional with over a decade of experience across cloud and on-premise environments, specializing in voice systems and contact center technologies. Background in IT Systems Analysis with hands-on expertise in system integration, infrastructure migrations, and multi-vendor environments. Experienced working within Agile teams, collaborating with cross-functional groups to deliver iterative, high-quality solutions. Proven track record supporting global operations—analyzing complex issues, coordinating with external providers, and ensuring system stability post-implementation. Strong understanding of service operations, including performance monitoring, stakeholder management, and the workflows that drive business continuity. Excellent interpersonal and communication skills, fluent in English and Spanish.

Core Competencies

UCaaS / CCaaS
VoIP Network Design & Contact Center Technologies
AWS Connect & Salesforce SCV
8x8 Cloud Phone & Virtual Contact Center (VCC)
Avaya CMS, Aura, System/Session Manager
Cloud Migrations & Vendor Coordination
Telecom Implementation & Support (EMEA/APAC)
Troubleshooting, SLA Management & Reporting

Technical Proficiencies

Platforms & Tools:
AWS General and AWS Connect
Salesforce SCV
Zoom Phone System
8x8 VCC

Avaya Aura Communication Manager (R6/R7), Avaya System & Session Manager, CMS/BCMSVu

Avaya one-X Communicator

Operating Systems:

Unix / Linux environments

Other:

Telephony integrations, IVR, SIP messaging.

Recent Trainings

- Python Essential Training – Ongoing skill development for automation and scripting
- Amazon Connect New Feature Releases – Staying current with latest AWS Connect capabilities and updates

Side Projects & Technical Initiatives

Website Development Project

https://www.southeastaerials.ie/

- End-to-end website creation, including requirements, design, hosting, domain setup, content structuring, and deployment.
- Leveraged AWS Amplify, S3, GitHub, and Google Workspace for hosting, storage, version control, and domain management.

Professional Experience

Senior Telecom Specialist

[Indeed] – Dublin, Ireland | April 2019 – November 2025

Support telecom operations across EMEA, including line provisioning, troubleshooting, and performance monitoring. Manage migrations from legacy PBX to cloud telephony platforms (Mitel → 8x8 → AWS Connect with Salesforce SCV). Perform hands-on configuration of cloud phone systems, call flows, and agent setups. Liaise with internal stakeholders and vendors to align telecom services with business requirements. Maintain telecom infrastructure documentation and contribute to continuous service improvements. Worked within an Agile delivery environment using Scrum practices, participating in sprint planning, daily stand-ups, and iterative delivery of telecom initiatives.

Key Achievements:

● Successfully led the migration of 2,000+ users from on-premises Mitel to 8x8,

- Coordinated stakeholder communications across IT, business units, and vendors to plan migration phases, timelines, and user impact.
- Managed DDI number migration and porting, working directly with telecom carriers to schedule ports, validate numbering plans, and mitigate service disruption.
- Produced and maintained technical and operational documentation, including migration plans, call flow designs, rollback procedures, and post-migration support guides.
- Oversaw end-to-end PBX platform transition, including decommissioning of on-premises infrastructure and onboarding of cloud telephony services. ● Delivered migrations through iterative rollout phases, aligning activities with Agile/Scrum-based delivery practices.

●Contact Centre Platform Migrations

- Actively participated in the migration of the Contact Centre from a hybrid environment (on-premises Mitel and cloud-based eContact) to 8x8 Virtual
  Contact Centre (VCC).
- Supported migration activities including call flow validation, agent setup coordination, testing, and cutover support, working closely with internal teams and the implementation partner.
- Served as a technical liaison between business stakeholders and the external delivery partner during the 8x8 VCC implementation.
- Contributed to the subsequent transition from 8x8 VCC to AWS Connect integrated with Salesforce, collaborating with a third-party provider responsible for the core platform configuration.
- Provided operational input, testing support, and post-migration stabilization, without direct ownership of AWS Connect or Salesforce SCV configuration.

● Ensured SLA compliance and reduced incident resolution times for EMEA telecom

operations.

- Acted as telecom SME for the integration between AWS Connect and Salesforce SCV.

Voice Systems Engineer – Avaya Professional Services (Contract)

[eBay] – Dublin, Ireland | Oct 2018 – Mar 2019

Installed and supported Avaya AES, Communication Manager, CMS, System/Session Manager. Assisted with upgrade design and rollout for Avaya Aura components. Developed technical documentation including CMS and one-X user guides. Supported ticket backlog reduction and collaborated closely with Genesys integration team.

Key Achievements:

- Planned and implemented clustered Avaya Media Servers.
- Led CMS R17 relocation and network configuration.
- Authored end-user documentation improving adoption and usability.

Voice Systems Engineer

[British Telecom] – Dublin, Ireland | Dec 2013 – Jun 2018

Designed and implemented Avaya voice solutions, IVRs, and self-service applications. Supported daily operations and led PBX/voicemail/ACD agent configurations. Contributed to telecom architecture review boards and documented infrastructure.

Key Achievements:

- Delivered SIP voice messaging deployment and CMS integration.
- Spearheaded major Avaya platform rollouts across EMEA.
- Mentored junior engineers in VoIP systems and troubleshooting.

Telecom Support Analyst – Contract

[Microsoft] – Dublin, Ireland | Oct 2013 – Dec 2013

Supported IVR call flow redesign for Ireland campaigns. Managed telecom change requests and documentation updates. Handled carrier-based IVR reporting and small project deployments.

Customer Support Engineer III – Backbone

Avaya – Buenos Aires, Argentina | April 2008 – April 2012

Provided Tier 3 support for Avaya Proactive & Predictive Contact (Dialers), resolving software and end-user issues and assisting with product upgrades. Worked with Red Hat Enterprise Linux

4, TCP/IP, PSTN Networking, Oracle databases, and Windows environments. Mentored junior engineers and conducted onboarding training on ACD systems and Vector configuration. Supported global internal teams and engaged directly with enterprise-level clients.

Key Achievements:

- Delivered expert-level support to top U.S. financial services firms as part of a high-performing global support team.
- Assisted Level II support teams worldwide in resolving complex technical issues.

Education & Credentials

Degrees:

- IT System Analyst – Estudios Superiores de Buenos Aires – Instituto Federico Lacroze, Buenos Aires

- Program Analyst – Estudios Superiores de Buenos Aires – Instituto Federico Lacroze, Buenos Aires

Certifications & Trainings:

- AWS Certified AI Practitioner (AIF-C01) - 2026
-AWS Certified Cloud Practitioner (CLF-C02) – 2025
- Code Institute – Full Stack Software Development Diploma – 2020
- Avaya Certifications:
  • Aura® Core Components 3670 APDS
  • ACSS – Avaya Aura Session Manager & System Manager
- SSCA® Certification
- Cisco CCNA 640-801
- CompTIA Convergence+ Certification
- Oracle Training:
  • SQL Fundamentals (1Z0-007)
  • Database 11g Administration I & II (1Z0-052 and follow-up)
- Web Development Training:
  • PHP – Intermediate – UTN (Universidad Tecnológica Nacional) • HTML5 and CSS3 – UTN