

JAMES COLLIER

Technical Program & Service Delivery Leader | Infrastructure Resilience | Telecom & AI Systems

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PROFESSIONAL SUMMARY

Senior technical leader combining global IT service delivery, infrastructure resilience, quality engineering, telecom product development, and hands-on systems work. Leads multinational teams and cross-functional programs through architecture review, disaster-recovery validation, requirements, testing, migration, and production-readiness decisions. Career spans enterprise infrastructure, carrier-grade VoIP and mobile services, Linux and data platforms, and modern edge/cloud AI and observability solutions across Latin America, EMEA, and the United States.

CORE EXPERTISE

Leadership: Technical program leadership; IT service delivery; global and distributed teams; vendor and stakeholder management; product lifecycle; launch readiness; cross-functional facilitation; escalation management

Infrastructure: Disaster recovery; RTO/RPO validation; infrastructure standards; migrations; cloud and global hosting; observability; AI-assisted infrastructure operations; root-cause analysis; SLA alignment

Network: TCP/IP; network architecture and design; routing and switching; LAN/WAN; DNS/DHCP; firewalls; network monitoring; performance and capacity planning; VoIP/SIP

Engineering: Linux/Unix; Python; SQL; Bash; Docker; Prometheus; Grafana; Elastic Stack; MySQL; DB2; AIX; RAG and vector databases

PROFESSIONAL EXPERIENCE

METLIFE | Cary, NC

Manager, IT Service Delivery | December 2014 – Present

- Lead a technical consulting team that aligns regional infrastructure designs, implementations, and operating processes with global architecture, security, and service standards.
- Oversee disaster-recovery testing for Latin America, validating technical designs and recovery procedures against recovery time and recovery point objectives (RTO/RPO) and escalating material readiness risks.
- Advise new projects, migrations, and complex recurring incidents; coordinate infrastructure, hosting, cloud, operations, and business stakeholders through design and production-readiness decisions.
- Created a custom observability path for DB2/AIX environments by transforming native SQL health data into JSON for ingestion and analysis in the Elastic Stack where standard monitoring coverage was insufficient.
- Apply AI extensively to infrastructure work through infrastructure-focused agents, internal LLM APIs, and skills that steer and manage agent behavior and workflows.
- Drive service improvements through technical problem analysis, process refinement, and team mentoring.

TIME WARNER CABLE | Herndon, VA

Consultant / Technical Project Manager | *July 2014 – December 2014*

- Managed end-to-end testing programs that validated the functional capability and operational readiness of Business Services products before launch.
- Built project plans and test strategies, led cross-functional meetings, assessed business impact and issue priority, and validated the supporting business processes and procedures.

NII HOLDINGS, INC. | Reston, VA

Senior Manager, Requirements and Testing | *October 2010 – July 2014*

- Developed and implemented quality-assurance programs for mobile solutions and managed software-testing teams across five Latin American countries.
- Led requirements documentation, traceability, and corporate change control for simultaneous international 3G and VoIP launches.
- Owned QA escalations and executive-ready qualitative and quantitative reporting on product performance, launch risk, and deliverable quality.

XTRA TELECOM S.L.U. | Madrid, Spain

Director of Product Development | *February 2007 – October 2010*

- Directed the development, growth, and operational support of a telecom portfolio spanning VoIP, mobile, contact-center, conferencing, recording, SMS, and toll-free services.
- Designed and implemented high-volume, carrier-grade services using Linux, Asterisk, and other open-source technologies, translating market opportunities into deployable products.
- Defined sales, provisioning, support, purchasing, and maintenance processes; negotiated outsourcing agreements and contracts with key vendors.
- Partnered with customers and sales teams to assess opportunities and risk, win new business, expand accounts, and align delivery with company strategy.

MCI WORLDCOM / VERIZON | Madrid, Spain and Paris, France

Quality Assurance / Testing Consultant | *April 1997 – February 2007*

- Designed test methodology and lab network infrastructure across 15 countries for global data, VoIP, hosted-services, and mobile product launches.
- Managed European test labs and large-scale test programs spanning varied protocols, network topologies, operating environments, and circuit types.
- Validated both technical behavior and operational business processes, wrote and executed test plans, and designed and implemented VoIP solutions.

SELECTED TECHNICAL PROJECTS

Hybrid Edge/Cloud AI Agent and Semantic Routing | 2024 – Present

- Designed a retrieval-augmented generation architecture on NVIDIA Jetson Orin Nano that routes queries between local SQL/vector knowledge sources and cloud large-language models based on task requirements.
- Built a computer-vision workflow that monitors cloud storage, identifies hardware inventory from images, and updates a MySQL system of record; implemented with Python, PyTorch, LangChain, Qdrant, Docker, and MySQL.

Distributed Edge Observability Platform | 2024 – Present

- Engineered Prometheus and Grafana monitoring for distributed edge systems and wrote custom Python exporters for hardware telemetry, including GPU thermals and accelerator inference load.

EARLIER EXPERIENCE

IBM — Consultant (1996–1997): Configured Cisco routers and Check Point firewalls; administered Solaris and AIX systems; monitored security-policy compliance.

Microsoft Consulting — Consultant (1995–1996): Supported a Microsoft SMS rollout to 5,000 WAN-connected nodes and developed automated installation and task-automation solutions in a multiprotocol test environment.

Excel Telecommunications — Consultant (1996): Expanded and troubleshooted a 24x7 enterprise WAN; installed T3 circuits; deployed DHCP/TCP/IP to 3,000+ nodes; supported data-center moves, new-site design, and network monitoring.

STM Mortgage — Network Design (1994–1995): Delivered network-design services.

ADDITIONAL TECHNOLOGIES

AI & Data: RAG architectures, Qdrant, computer vision, LangChain, PyTorch, JSON, Oracle, MS SQL Server |

Platforms: Linux, Unix, Windows, Solaris, AIX, Azure, NVIDIA Jetson, Raspberry Pi, Kubernetes | **Quality &**

Delivery: Agile, SDLC, requirements traceability, change control, QC/ALM, IBM Rational Suite, Selenium

EDUCATION, CERTIFICATIONS & LANGUAGES

Education: Dallas County Community College — Information Technology and Data Communications

Selected Certifications: ITIL certification (2015); Asterisk and SIP Masterclass (2010); Microsoft Certified Professional — SQL Server (2006); Sun Microsystems Solaris Administration (1994); Certified NetWare Engineer (1993)

Languages: English, Spanish, and Portuguese