

DONALD L. FISHER JR.

AUTOMATION ENGINEER

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a: Raleigh, North Carolina | portfolio: youtube.com/user/MegaOldGeek

SYSTEMS INTEGRATION / RELIABILITY / AUTOMATION

CONTACT

LOCATION

Raleigh, North Carolina

EMAIL

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LINKEDIN

don-fisher-b1780250

PORTFOLIO

youtube.com/user/
MegaOldGeek

CORE EXPERTISE

- Automation engineering
- Systems integration
- Python and Bash
- Unix / Linux systems
- Infrastructure as Code
- API integration
- ELK observability
- AIOps and monitoring
- SIP technologies
- Zero-touch provisioning

EDUCATION

SOUTHERN OHIO COLLEGE

Electrical and Electronics Engineering
1986

TECHNICAL LEADERSHIP

- Cross-functional teams
- Technical strategy
- Platform reliability
- Capacity planning
- Incident response

PROFESSIONAL SUMMARY

Automation and systems integration engineer with extensive experience designing, deploying, and supporting highly available, business-critical platforms.

Hands-on expertise in software automation, observability, API integration, and Unix systems, supported by electrical and electronics engineering training and cross-functional technical leadership.

PROFESSIONAL EXPERIENCE

Systems Integration Architect

Ribbon Communications | July 2025–Present

Design and support integrated systems for complex telecommunications and cloud-service environments.

- Improve reliability, scalability, and service delivery through automation.
- Diagnose integration challenges and implement maintainable production solutions.
- Collaborate across technical teams to resolve business-critical system issues.

Senior Director, Platform Reliability Engineering & Automation

ConnX Inc. | March 2024–July 2025

Directed platform reliability and automation for large-scale unified communications environments.

- Led migration of approximately 50,000 VoIP endpoints to a new UCaaS provider.
- Coordinated validation, issue resolution, and cross-functional production delivery.
- Developed automation strategies that improved consistency and service availability.

ENGINEERING CAPABILITIES

- Platform automation and systems integration
- Production observability and proactive fault detection
- High-availability architecture and capacity engineering
- Large-scale provisioning and zero-downtime migrations

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CAREER HIGHLIGHTS

\$1.9M

documented cost savings

500,000+

devices provisioned

400,000+

subscribers supported

50,000

VoIP endpoints migrated

21 million

synthetic calls completed

99.999%

production availability

4x

platform capacity increase

ADDITIONAL EXPERTISE

- Data analysis
- API development
- Fraud detection
- Operational tooling
- Technical training
- Project estimation

PREVIOUS EXPERIENCE

NORTEL NETWORKS

Senior Team Lead

Technical Support Engineer

CRAFTSMAN ELECTRIC, INC.

Electrician

Project Estimator

PROFESSIONAL EXPERIENCE CONTINUED

Technology Director, Office of the CTO

Kandy Communications, an AVCtechnologies Company | January 2021–March 2024

Directed architecture, reliability, security, and scalability initiatives across UCaaS and CPaaS platforms.

- Deployed ELK automation and observability that produced approximately \$1.9 million in savings.
- Quadrupled platform capacity within six months while maintaining 99.999% availability.
- Migrated more than 16,000 subscriber accounts with zero downtime.

Founding Member, NuVIA / Kandy UCaaS

Kandy Communications, a Skyvera Company | 2013–January 2020

Founding technical contributor to the cloud voice-services initiative that evolved into Kandy.

- Built the Kandy Business Portal for major partners and more than 400,000 subscribers.
- Designed SIP fraud prevention that avoided potential losses in the millions.
- Created a synthetic-call platform that completed more than 21 million test calls.
- Developed zero-touch provisioning for more than 500,000 devices.

Senior Systems Integrator & Technical Lead

GENBAND | 2010–May 2013

Served as technical lead, systems integrator, and instructor for telecommunications environments.

- Developed award-winning site and lab access-management automation.
- Consolidated nearly 800,000 Salesforce records and 30 years of case data in five days.
- Delivered a MetaSwitch management platform in fewer than 30 days.

ENGINEERING CONTRIBUTIONS

- Integrated incident notifications through email, SMS, text-to-speech calling, and Opsgenie.
- Built site-management automation that saved support personnel approximately one hour per day.
- Developed troubleshooting and access tools that remained in use across successor organizations.