




# Andres Torres


## Unified Communications and Network Solutions


Solutions-oriented Infrastructure Specialist with 15 years of experience in enterprise-scale Network Telephony and On-Premises systems. Proven expert in managing complex migrations and critical UC infrastructure across North, Central, and South America, by leveraging a deep background in Cisco networking, virtualization, and Linux-based environments.

Specializes in bridging legacy systems to modern, enterprise-scale technology, notably by transitioning dozens of international sites from TDM to Centralized SIP and maintaining 99.99% availability for mission-critical operations.

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## EDUCATION

### Certification in IT

Eastwick College of Technology  
2007-2009  
103 Park Ave, Nutley, NJ 07110

## SKILLS

Unified Communications (UC): CUCM (CallManager), Unity, Contact Center, WebEx, Jabber, Cisco Finesse/UCCX, Centralized SIP Trunking.

Networking & Infrastructure: Cisco IOS, L2/L3 Switching, ISR Routers, SD-WAN, MPLS, VLAN Segmentation, Topology Design, High-Availability (HA) Design. Cloud & Systems: Linux (Ubuntu), Windows Server, On-Premises Monitoring,

Protocols & Hardware: SIP, TDM (E1/T1), VoIP, TCP/IP, QoS, Cisco Catalyst Switches, LTE Gateways, SD-WAN Appliances.

## EXPERIENCE

2014  
-  
Present

### BASF

Unified Global Service Modular Owner

**Global Service Module Ownership:** Serve as the primary Technical Service Module Owner for the Americas (North, Central, and South), overseeing the end-to-end lifecycle of LAN, WAN, and Unified Communications (UC) infrastructure.

**Mergers, Acquisitions & Divestitures (M&A):** Led technical onboarding for new business acquisitions and managed secure network divestitures, ensuring the integrity of sensitive data and complex network topologies during transitions.

**Vendor & LEC Alliance Management:** Direct strategic partnerships with global service providers and Local Exchange Carriers (LECs) including Windstream, Granite, and BrightSpeed to name a few; align technical delivery with contractual global standards.

2010  
-  
2014

### Siemens - Atos

Telecom Coordinator

Employed by Siemens (Atos) working as a contractor for BASF. My main role was a telecom coordinator. Early job criteria was to be the liaison between BASF and various Telecom providers. Dealing with incidents, add, moves and changes. Over the duration of the contract became an integral part of the team dynamic working on higher level projects related to WAN, LAN and UC telephony. Working primarily in the Americas (North, Central and South)

## REFERENCE

John Keyes | Sr Manager-Connectivity Platform Americas  
BASF  
973-440-7575

John Oesmann  
Telecom Manager for Americas  
BASF  
973-479-3146