

DANELL OOSTHUIZEN

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CORE COMPETENCIES

Project Leadership: End-to-End Project Delivery	Telephony Architecture: SIP / RTP / WebRTC Protocols	Systems Infrastructure: CCNA Networking
Stakeholder Coordination: Cross-Functional Leadership	Platform Admin: Portabilling Administration	Cloud Identity: Azure AD & M365 Admin
Number Porting: LNP & DID Porting (CRDB)	Quality Assurance: QoS & Call Quality Analysis	Network Security: Firewall Management

EDUCATION

IT Academy 2017 – 2018
A+, N+, CCNA Certifications
Relevant Coursework: Network Engineering (CCNA), Routing & Switching, IP Telephony Protocols, Infrastructure Security, Systems Administration

EXPERIENCE

Technical Project Manager / Team Supervisor Apr 2021 – Present

CallOrbit

- Successfully led end-to-end delivery of 50+ VoIP and contact center migration projects, ensuring seamless transition and zero-downtime cutovers for high-value enterprise and SMB stakeholders
- Oversaw national and international DID provisioning and number porting operations (LNP) for enterprise-scale clients, managing a portfolio of thousands of active DIDs across global regions with zero service interruptions
- Directed a technical support team for a cloud contact center platform, achieving a 99.9% platform uptime through proactive monitoring, rapid incident response protocols, and strict SLA adherence
- Implemented team KPIs that improved average resolution rates and reduced response times for mission-critical telephony escalations, directly enhancing customer satisfaction scores
- Architect complex call flow designs including multi-level IVR builds, SIP trunk provisioning, and advanced queue routing strategies to optimize client communication workflows and reduce call abandonment rates
- Analyze call quality metrics (Jitter, Latency, MOS) using specialized VoIP monitoring tools to diagnose and resolve codec and network negotiation failures, maintaining superior voice quality standards

Software Support Specialist Mar 2020 – Apr 2021

Uniflux (Pty) Ltd

- Spearheaded client onboarding and virtual training programs for biometric time & attendance systems, reducing initial user setup time by 25% through comprehensive documentation and structured training protocols
- Coordinated with engineering teams to identify and resolve recurring software bugs, directly improving system stability and increasing stakeholder satisfaction ratings

Desktop Support Technician

Dec 2018 – Mar 2020

Forb Technologies

- Delivered Level 1 & 2 infrastructure support across Windows and macOS environments, managing user access and security via Active Directory and Microsoft 365 for 200+ end users
- Collaborated with Telecom departments on number porting validation and call quality troubleshooting, bridging the gap between desktop and voice operations to ensure seamless unified communications

KEY PROJECTS

International DID Expansion | Lead Coordinator

2023

Managed successful provisioning and porting of global toll-free and DID ranges across multiple international carrier platforms, expanding client reach into 5+ new geographic regions and increasing revenue opportunities by 30%

Contact Center Migration | Project Lead

2022

Planned and executed full-scale migration from legacy hardware to cloud-based WebRTC platform for major retail client with 100+ agents, resulting in 20% increase in agent efficiency and 15% reduction in infrastructure costs

TECHNICAL SKILLS

VoIP & Telephony: SIP, RTP, WebRTC, Portabilling, IVR Design, LNP/DID Porting (CRDB), QoS Analysis, Codec Optimization

Infrastructure: Cisco/Sophos Firewalls, Azure AD, Windows Server (DNS/DHCP), VPN, VMware, Hyper-V, Active Directory

Tools & Platforms: CRM & Ticketing Systems, Microsoft 365 Admin Center, Service Desk Management, VoIP Monitoring & Diagnostics Tools

LEADERSHIP & EXTRACURRICULAR

Internal Training Program | Lead Mentor

2022 – Present

Developed standardized Knowledge Base and SOP library for junior technicians, decreasing average onboarding time for new hires by 30% and improving first-call resolution rates by 25%