Peterson Dorcelus
Cloud & Unified Communications Engineer

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Summary

AWS Certified Solutions Architect – Associate and Cisco Certified Network Professional (CCNP) with over 10 years of experience in cloud infrastructure, networking, VoIP systems, and secure government IT operations. Skilled in AWS resource deployment, hybrid environments, and network-centric cloud architectures. Proven ability to operate under STIG compliance, troubleshoot complex systems, and support mission-critical communications. Cleared (Secret), fully DoD 8140 (formerly DoD 8570) compliant, and GovCloud-ready.

Technical Proficiencies

Cloud Platforms and Tools:	AWS (EC2, S3, VPC, IAM, CloudFormation, CloudWatch, RDS, Route 53, SNS, Lambda, SSM, Budgets, Cost Explorer)
Networking:	VPC, Load Balancers, Subnetting, Route Tables, DNS, VPN, BGP, MPLS, EIGRP, OSPF, QoS, VLAN, IPv4, IPv6, TCP/IP
Automation:	CloudFormation, Python (basic scripting for cloud automation)
Platforms:	Windows 11, macOS, VMware ESXi, Active Directory
Software & Tools:	BlueCat, Cisco Prime Infrastructure, CA Technologies Spectrum, Cisco ISE, Firewall, Microsoft Office 365, Microsoft Visio, PuTTY, RedSky, SecureCRT, ServiceNow, SolarWinds Network Automation Manager Suite
Cisco:	Cisco Routers, Cisco Catalyst Switches, Nexus, ASA, Cisco VoIP, Unified Communications Manager, Unified Presence Server, Meeting & Telepresence Server, Video Conference Server
Security:	KMS, TLS/SSL, WAF, Firewall Manager, Macie, IAM Policies, ACLs

Career Experience

SAIC, Atlanta, GA   **Apr 2024 – Present**
Senior VoIP Engineer
- Supported VoIP systems across 70+ U.S. Army Corps district offices, optimized call quality, reliability, and availability.
- Led integration of next-gen voice and video infrastructure, minimizing disruption and ensuring STIG compliance.
- Acted as escalation POC for complex call routing, Jabber, voicemail, PRI/POTS troubleshooting.
- Coordinated between telecom vendors and field sites during network outages.

TEKSystems, Atlanta, GA   **Apr 2022 – Apr 2024**
VoIP Support Engineer (Sub-contractor to SAIC)
- Diagnosed and resolved complex network and VoIP issues, showcasing skills applicable to cloud-based incident response and troubleshooting.
- Collaborated with cross-functional teams to implement advanced systems, demonstrating expertise in managing technical deployments and migrations.

GDIT-Prime Technical Services, Atlanta, GA   **Oct 2021 – Apr 2022**
Senior Network Engineer
- Evaluated customer requirements to design and deploy tailored technical solutions for network refresh projects.
- Coordinated efforts across project teams, ensuring tasks aligned with DISA STIG requirements and network security standards.
- Maintained detailed documentation of network changes, emphasizing precision and attention to detail in resource management.

Vectrus OMDAC-SWACA*, Camp Arifjan, Kuwait   **Nov 2017 – Oct 2021**
VoIP Engineer I

- Delivered technical support and resolved complex issues across the Army Central Command's area of responsibility, utilizing Remedy ticketing systems.
- Authored detailed SOPs and provided hands-on training to over 500 users, ensuring seamless adoption of voice and video systems.
- Managed over 2,000 VoIP endpoints and conducted endpoint license audits, ensuring compliance with organizational standards.

Vectrus OMDAC-SWACA, Camp Arifjan, Kuwait   **Apr 2017 – Nov 2017**
Network Administrator II
- Ensured accurate performance of network monitoring tools, skills transferable to AWS CloudWatch for cloud infrastructure oversight.
- Configured and maintained secure and unsecured networks, demonstrating a strong understanding of cybersecurity and operational reliability.

Vectrus OMDAC-SWACA, Camp Arifjan, Kuwait   **Aug 2015 – Apr 2017**
Network Administrator I
- Provided foundational support for secure and unsecured networks, implementing technical solutions for military installations across the Middle East.
- Streamlined troubleshooting processes to improve operational efficiency and network reliability.

Vectrus OMDAC-SWACA, Camp Arifjan, Kuwait   **Nov 2012 – Aug 2015**
Network Controller
- Served as a single point of contact and directed maintenance activities for nine subordinate Technical Control facilities.
- Analyzed faulty WAN connections (Spectrum), reviewed trouble tickets for accuracy and correct routing, and annotated all activities in the master station log database.
- Gathered data from multiple sources, analyzed, and created accurate and detailed outage reports every 24 hours for the DISA.

Cloud Projects (Lab & Personal)
- Static site on AWS with edge security - Built personal portfolio on S3 + CloudFront with OAC, WAF, ACM (TLS 1.2+), and Route 53. CI/CD via GitHub Actions OIDC to AWS (no long-lived keys), with cache invalidations on deploy.
- Serverless contact form - API Gateway (HTTP API) → Lambda (Node/Python) → DynamoDB with TTL for rate-limit/anti-spam; email via SES. Least-privilege IAM and infra as code (template/workflow)

Education

Bachelor of Science - Network Operations and Security, Western Governor's University, Salt Lake City, UT   2020

Associate of Applied Science - Electronics and Computer Technology, DeVry University, Decatur, GA   2009

Licenses & Certifications

AWS Certified Solutions Architect - Associate   AWS
AWS Certified Cloud Practitioner   AWS
Cisco Certified Network Professional (CCNP) Enterprise   Cisco
    Cisco Certified Specialist - Enterprise Core (ENCOR)   Cisco
    Cisco Certified Specialist - Enterprise Advanced Infrastructure Implementation Cisco (ENARSI)   Cisco
Cisco Certified Network Associate (CCNA) | Cisco Certified Design Associate (CCDA) | Security   Cisco
CompTIA SecurityX (formerly CompTIA Advanced Security Practitioner (CASP+))   CompTIA
CompTIA Security+ | Network+ | Server+ | Project+ | Cloud Essentials   CompTIA
ITIL Foundations V3   Axelos
Linux Essentials   LPI (Linux Professional Institute)

* OMDAC-SWACA = Operations, Maintenance, and Defense of Army Communications in Southwest Asia and Central Asia