

James G. Puckett

President • CEO • Senior Member of Technical Staff • Strategic Thought Leader

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EXECUTIVE SUMMARY

Visionary software architect and telecommunications executive with over 30 years of experience providing strategic thought leadership, architectural vision, hands-on development, and executive guidance across service provider, enterprise, and government sectors. Proven track record shaping technology strategies, influencing product roadmaps through innovation, leading large-scale sponsored network deployments, and creating differentiated proprietary software platforms that combine deep telecom domain expertise with modern AI and automation. As principal architect at ECG, Inc., I architected and oversaw the development of Wingman—an AI-powered call recording, transcription, and workflow automation platform that leverages SIPREC integrations to deliver real-time CRM updates, support ticketing, Slack insights, and actionable business outcomes while supporting compliant cloud, private cloud, or on-premise deployments—and Alpaca, a feature-rich BroadWorks management and provisioning platform offering customer migration, user self-care portals, bulk automation, extensive APIs, role-based permissions, audit logging, reporting, and centralized server-driven operations. As an executive and Senior Member of Technical Staff, I consistently positioned organizations at the forefront of cloud communications while spearheading the design, deployment, integration, and ongoing support of scalable, highly redundant, and resilient voice carrier platforms for multiple prominent Tier 1 and Tier 2 providers servicing millions of end-users. Deep expertise in networking standards, modern software engineering (Spring Boot, Angular, cloud-native architectures), emerging AI technologies, and multi-vertical solutioning with exceptional ability to translate complex concepts for diverse audiences.

CORE COMPETENCIES

- Strategic Thought Leadership & Technology Roadmapping
- Networking Architecture, Standards & Emerging Tech
- Executive Presentations & Stakeholder Engagement
- Large-Scale Sponsored Engagements & Solutioning
- AI Innovation, Automation & Proprietary Tool Development
- Carrier Interconnect, Regulatory & Standards Compliance
- Mentorship, Team Leadership & Technical Communities
- Cloud Networking, DevOps & Modernization
- Business Strategy, M&A Integration & Cost Optimization
- Multi-Vendor Platforms (BroadWorks, Oracle, Metaswitch)

PROFESSIONAL EXPERIENCE

ECG, INC. | Valdosta, GA

President / CEO / Senior Member of Technical Staff (SMTS) | August 2001 – Present

Full-service technology integrator specializing in cloud communications consulting, next-generation voice/data networks, outsourced NOC operations, staff augmentation, and custom sovereign AI solutions for service providers, government, and enterprises.

- Led and managed a cross-functional team of mostly telecom engineers and developers, fostering a culture of technical excellence and collaboration to deliver complex cloud communications and AI-driven networking solutions for diverse service provider, government, and enterprise clients.
- Provided executive architectural leadership and master network services for a major Tier 2 communications provider's network evolution, driving the strategic migration of multiple carrier-grade voicemail systems representing millions of mailboxes with zero loss of settings, greetings, or messages; implemented TLS/SRTP security standards, implemented inbound robocall mitigation integration, and automated virtual SBC templating processes; evaluated SD-WAN solutions and endpoints – directly shaping long-term technology roadmaps and security architectures.
- Led large-scale sponsored UC transformation engagements demonstrating networking thought leadership: a major public research university (successful transition of 27,000+ users from legacy PBX with custom interconnect trunks enabling seamless 5-digit extension dialing) and a federal government agency (25,000 users across 240 global locations with zero-downtime migrations, NIST 800-53 compliance, and detailed architectural documentation presented to executive stakeholders).
- Drove innovation and influenced internal product strategy by architecting and launching proprietary AI-powered and automation tools including Wingman (AI call assistant with recording, transcription, and workflow automation), Alpaca (BroadWorks management platform), CallReporter, SurgeSuppressor, and FraudStopper Bulk Provisioning, and Web Selfcare Portal – accelerating client value delivery and differentiating market offerings in cloud communications.
- Acted as strategic thought leader and primary technical advisor for 90+ service provider network deployments delivering video, VoIP, life and safety voice services, AI-powered solutions, and data center operations (HVAC/power/networking) across the U.S. and Caribbean, aligning advanced networking capabilities with customer strategic objectives in telecom, enterprise, and government verticals.
- Negotiated and managed strategic network interconnections with the four largest U.S. ILECs and major carriers (AT&T/BellSouth, Sprint, Alltel), establishing competitive positioning, ensuring STIR/SHAKEN and E911 compliance, and advising on regulatory trends impacting networking deployments.
- Delivered outsourced NOC support, 24/7 monitoring, professional services, and lifecycle management for complex multi-vendor voice/data networks (Oracle, Metaswitch, Ribbon platforms) while establishing rigorous Voice DevOps engineering practices that elevated deployment quality and team technical capabilities.
- Mentored engineering teams and provided ongoing high-availability support and architectural guidance, building organizational depth in emerging networking technologies, sovereign AI solutions, and customer-centric strategic thinking.

- **PREVIOUS EXPERIENCE**

- **Vice President of CLEC Operations/Interim CTO**, DURO COMMUNICATIONS, INC., Orlando, FL
- **Director of Network Operations**, OPTILINK COMMUNICATIONS, INC., Valdosta, GA
- **Director of Network Operations / Co-Founder**, SURF SOUTH, INC., Valdosta, GA

January 2000 – August 2001
August 1997 – December 1999
November 1995 – December 1999

EDUCATION

Bachelor of Science in Computer Science, 1995

Valdosta State University, Valdosta, GA

CERTIFICATIONS & CREDENTIALS

- Pursuing USCG OUPV (6-Pack) Captain's License with ongoing hands-on command time aboard passenger vessels
- DSI/TSI Certified Advanced Open Water & NITROX SCUBA Diver
- US Department of Justice Public Trust Clearance (inactive)
- BroadSoft (Cisco) BroadWorks Engineering Professional Certification

TECHNICAL SKILLS

Networking & Standards: BroadWorks (Release 7 to RI), Oracle/Acme Packet & Metaswitch Perimeta SBCs, SIP, MGCP, OSPF, BGP, PSTN (routing, translations, SS7, ISDN), SD-WAN(Meraki, Velocloud/VMWare, 128 Technology/Juniper), STIR/SHAKEN, E911, carrier interconnection

Software Delivery / Engineering Practices: Git/GitHub, JIRA, Dependabot, Ansible, DevOps / Voice DevOps, network automation, CI/CD, Agile/Scrum/SAFe, interoperability & automated testing, Docker/Kubernetes, CloudFormation/CDK (IaC), Pub/Sub(Kafka, RabbitMQ)

Programming & Frameworks: Java, Spring Boot, Angular, Python3, Bash, Perl, C/C++, Go, SQL, jQuery

Emerging Tech & Cloud: AWS (EKS, ECS, Lambda, Bedrock, IAM, RDS, ACM, CF), sovereign/private cloud AI, cloud communications platforms, infrastructure modernization

Innovation & Tools: Custom AI/automation (call assistants, provisioning, reporting, self-care portals), proprietary tooling that shaped product direction; JetBrains (IntelliJ, Air, Junie, PyCharm, GoLand); Vellum; Grok Build; Claude Code

Infrastructure & Hardware: RHEL/CentOS, VMware, Juniper routers/switches/firewalls, AudioCodes SBCs, Poly/Cisco/Yealink endpoints, multi-tenant & high-availability architecture