

Denis Vinciguerra

Contact Center & Voice AI Architect

20 years across the full call path, from the network to the LLM.

NETWORKING, SECURITY & SYSTEMS

TELEPHONY & CONTACT CENTER

CODE & VOICE AI

CONTACT

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Paris, France · open to relocation (US, UK, EU) and remote

SKILLS

- Contact Center**
Genesys PureConnect (certified), Diabolocom, IVR & call flows, ACD & routing, multichannel voice/SMS and predictive campaigns, reachability, QM & speech analytics
- CTI / CRM integration**
Telephony ↔ Salesforce, Dynamics 365, Oracle Service Cloud, Freshdesk; REST APIs; SSO/SAML
- Voice & Network**
SIP, SBCs (AudioCodes, Ribbon), Kamailio, Asterisk, WebRTC/LiveKit, QoS, Cisco, Forcepoint, Checkpoint, Fortinet, F5
- Voice AI & LLM**
Streaming STT/LLM/TTS, voice agents, latency optimization, barge-in & end-of-turn detection, Mistral, OpenAI, on-prem open-weight models, LLM security (prompt injection)
- AI-agent development**
Software architecture and orchestration of AI coding agents (Claude Code, Grok): specs, plans, reviews, tests, CI. Stacks shipped to production: Go, Python, TypeScript/Next.js, Swift, Kotlin
- Systems & DevOps**
Linux (hands-on daily since the late '90s), Docker, PostgreSQL, CI/CD, Ansible, Grafana/Prometheus, Bash/Perl scripting

EDUCATION

MSc-level Computer Science Engineering degree
ESSI / Polytech Nice-Sophia (2005)
Certification
Interactive Intelligence CIC Certified Engineer (Genesys PureConnect)

PROFILE

I spent 10 years in network & security, then 12 years designing and rolling out international contact centers across up to 25 countries. Today I design and build real-time Voice AI: voice agents, SIP/WebRTC orchestration and contact center automation, delivered through an industrialized AI-agent development workflow. I bridge business, infrastructure and code.

KEY RESULTS

+10-25% SOLOCAL · REACHABILITY	-30% SOLOCAL · CAMPAIGNS	-15% SOLOCAL · COSTS
3 weeks AI-AGENT DEVELOPMENT	12 countries ARVAL · VOICE NETWORK	23 sites TARKETT · INTERNATIONAL ROLLOUT

EXPERIENCE

Solocal (PagesJaunes)

Feb 2024 - 2026

Contact Center Tech Lead · Paris area

France's leading local digital marketing company for small businesses. I own the technical side of the contact center (customer care, retention, telesales, production) on Diabolocom, coupled with Salesforce.

- Raised outbound reachability by 10-25%** through ARCEP-compliant mobile caller ID, callback strategies and automated campaigns.
- Cut idle agent time by up to 30%** by rolling out multichannel (voice/SMS) campaigns in predictive mode.
- Rolled out Diabolocom Mobile**, a hybrid setup where the same mobile numbers work both on physical handsets and in the contact center's outbound campaigns, in line with ARCEP rules.
- Brought AI into the call flows**: LLMs embedded in IVRs, AI-driven quality monitoring and voice analytics.
- Orchestrated configuration across systems through AI-agent development** (Claude Code, Grok): scripts that keep the contact center, CRM and business applications in sync via API, plus call data analysis (reachability, performance, quality).
- Automated callbacks** on unanswered calls and industrialized phone contact for several business processes (order management, high-value accounts, web production).
- Orchestrated data flows** from the contact center to BI, CRM, QM and business applications.
- Reduced recurring license and service costs by 15%.**
- Ran the team's JIRA backlog and day-to-day operations.**

Training

Cisco (routing, QoS, Nexus), Checkpoint Advanced Debugging, Spectralink DECT, Salesforce Admin

LANGUAGES

French (native), English (full professional proficiency, TOEIC 915/990)

BEYOND WORK

Telecom enthusiast since the Minitel days, home-made Linux firewall back in 1999, home automation, running, cycling, skiing

Arval (BNP Paribas Group)

Jan 2020 - Jan 2024

UC & Contact Center Project Lead · Paris area

10,000 employees across 25 countries, 40% of them in ACD.

- **Coupled Genesys PureConnect with Salesforce** (Omni-Channel, SiteMinder SSO): architecture, routing design and L3 support. Rolled out in the UK and the Netherlands.
- **Coupled Genesys PureConnect with Oracle Service Cloud** (voice, chat, email): rolled out in Italy.
- **Prepared the migration to Genesys Cloud**: WebRTC flows across a complex international network, voice quality, SSO.
- **Brought the voice IP plans of 12 countries into compliance**: servers, Polycom phones, Spectralink DECT, AudioCodes gateways.
- **Led security remediation** across the whole scope, and delivered the executive boardroom video conferencing (Webex).

Tarkett

Jan 2017 - Dec 2019

Contact Center Expert · Paris area

350 agents across 23 sites, with international rollouts in Europe, the US, LATAM and Russia.

- **Led international Genesys PureConnect rollouts end to end**: specs, configuration, custom development, training and on-site go-lives in each country.
- **Designed a generic multi-country call flow**: a feature built for one country is instantly available to all of them.
- **Built CTI integrations with Dynamics** (on-prem, then 365) and Freshdesk: caller identification, smart routing, 360° screen pop (C#, SQL, REST).
- **Interconnected the platform with other phone systems** (Skype/Teams, Alcatel, Avaya, Mitel) through Ribbon SBCs over SIP, ISDN and PSTN.

Europ Assistance

2016

Genesys Expert · Paris area

500 agents, 24/7 roadside and medical assistance.

- **Stabilized the production platform**: reverse-documented it and streamlined its call flows.
- **Worked on Voice AI back in 2016**: led the Nuance speech recognition rollout and specified a voice virtual agent (Interactions).

Earlier career: network, security & first contact centers (2005 - 2015)

- **Swisslife (2015)**: network automation for a private cloud (reconciliation of firewall, DNS and vCenter inventories, vRealize Orchestrator workflows) and the network side of an AS400 outsourcing.
- **Arval (2011 - 2014)**: full telephony overhaul on Genesys PureConnect (France, Morocco, Russia), preceded by a network upgrade for VoIP (Cisco, Checkpoint, Netscaler).
- **NES Conseil / w-HA, Orange group (2005 - 2011, and 2014)**: network and security integration and audits (Forcepoint, Checkpoint, Fortinet, Cisco), penetration testing, operation of a 24/7 online payment platform, SOX compliance.

PROJECTS & PRODUCTS

- **PocketGLP**: health app published on the App Store and Google Play, native SwiftUI and Kotlin, shipped in 3 weeks.
- **Code Critter** (open source, GitHub): monitoring for AI coding-agent sessions, shipped as a Stream Deck plugin, a desktop app (Tauri/Rust) and an iOS app.
- **AI-agent security**: VM sandbox with a declarative firewall for coding agents (Go, QEMU, nftables), plus an LLM-based security gate on every commit.
- **Telecom lab**: Asterisk hub (analog line, 3G, carrier SIP trunk), managed with Ansible.