

Ioannis Xenofontos

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EXPERIENCE

Sr. Telecommunications Administrator

Aug. 2026 – Present

Hilton Grand Vacations

Orlando, FL

- Engineer multi-site telephony and contact-center routing; execute migrations and validate failover for operational continuity.
- Implemented 63 production changes across both telecom administrator roles in 2026 YTD, with testing, rollback plans, and validation.
- Resolved 679 incidents across both telecom administrator roles in 2026 YTD, approximately 18% of the team's resolved telecommunications incidents.
- Develop C# Snippet workflows for contact-center business logic; troubleshoot API integrations with vendors and internal teams.
- Analyze SIP signaling and RTP streams to isolate codec mismatches, one-way audio, packet loss, and carrier routing faults across SBCs and SIP trunks.

Telecommunications Administrator

Jan. 2025 – Aug. 2026

Hilton Grand Vacations

Orlando, FL

- Administered contact-center access, routing, IVR/ACD configurations, and technical documentation.
- Analyzed Wireshark captures and platform telemetry to investigate connectivity issues; validated changes and upgrades.

Contact Management System Lead Analyst

May 2024 – Jan. 2025

Hilton Grand Vacations

Orlando, FL

- Led system operations and incident escalations; trained seven junior staff in administration and troubleshooting procedures.

Contact Management Systems Analyst

Jul. 2022 – May 2024

Hilton Grand Vacations

Orlando, FL

- Troubleshoot hardware, software, and network issues across 12,000+ devices; managed provisioning, access, and offboarding for 1,800+ accounts.

EDUCATION

Valencia College

Orlando, FL

Bachelor of Applied Science in Computing Technology and Software Development

Expected Aug. 2028

- **President, Cyber Defense Club:** Lead cybersecurity workshops, mentor students, and coordinate guest speakers.

Valencia College

Orlando, FL

Associate in Science in Cybersecurity and Network Engineering | GPA: 3.7/4.0

Jan. 2024 – Aug. 2025

- President's List, 2024–2025

PROJECTS

Simulated Active Directory Penetration Test | *Nmap, Metasploit, Impacket, BloodHound*

- Chained MS17-010 exploitation, credential attacks, and lateral movement to obtain Domain Administrator access in an authorized simulated environment; documented attack paths, findings, and remediation in a 49-page report.

Azure Honeypot and Security Monitoring | *Microsoft Sentinel, Azure Monitor Agent*

- Centralized Windows honeypot events in Sentinel and tested logon alert rules; documented failed authentication from 36 source IPs across 20 countries and regions with geolocation enrichment.

TECHNICAL SKILLS

Certification: CompTIA Security+

Infrastructure: Active Directory, Windows, Azure, Linux, SIP/RTP, SBCs, QoS, NICE CXone, RingCentral

Security Tools: Microsoft Sentinel, Wireshark, Nmap, Metasploit, Impacket, BloodHound, Hashcat

Scripting: Python, PowerShell, SQL, C# Snippets

Training: Red Hat Academy – Enterprise Linux Automation with Ansible