

# ANTHONY FELIPE

*Senior Technical Support Manager • Conversational AI / Cloud / Voice • Hands-On Technical Leader • USAF Veteran*

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Technical Support Manager who stays hands-on. Currently lead a multi-tier (T1/T2/T3) team at VOXO — a UCaaS / healthcare AI platform serving 70,000+ users across regulated pharmacy and healthcare customers. Own team SLAs and KPIs (FRT, MTTR, CSAT, Reopen Rate), run incident customer comms, and serve as the team's technical anchor across SIP, RTP/RTCP, GKE/GCP, and a production Intercom Fin AI agent I trained and deployed with custom MCPs to automate Tier 1 workflows. Build on the side: shipping Sentiox.ai, a Claude-powered voice AI monitoring SaaS. USAF veteran.

## EXPERIENCE

**Technical Support Manager** — VOXO *Mar 2024 – Present | Hattiesburg, MS*

- Lead a multi-tier (T1/T2/T3) technical support team for a UCaaS / healthcare AI platform serving 70,000+ end users across regulated pharmacy and healthcare customers; own all team KPIs (First Response Time, Median Resolution Time, CSAT, Reopen Rate, ticket-per-customer ratio, backlog aging) with weekly executive reporting via a custom Google Apps Script pipeline against the Intercom API.
- Trained, implemented, and continuously iterate on a production Intercom Fin AI agent — a conversational AI deployment built to automate Tier 1 support workflows using custom MCPs and GET/PATCH API connectors against VOXO's admin API (phone number management, DID recording-mode toggle, tenant lookup). Drive the recurring-issue → KB-article flow and feed real ticket signal into the agentic service desk roadmap.
- Serve as the team's hands-on technical anchor across the full stack — SIP, RTP/RTCP, PCAP analysis with Wireshark/tshark, live GKE cluster triage with K9s, GCP Cloud Logging, Compute Engine, and carrier-side workflows (Telnyx, Sinch, STIR/SHAKEN). Mentor engineers through collaborative pairing on the toughest tickets and authored escalation playbooks the T2/T3 team uses today.
- Own customer communication during incidents and serve as senior point of contact within Technical Support for strategic pharmacy and healthcare accounts (Professional Arts Pharmacy, CareFirst Specialty, Esatto Pharma, Duff Corp); build trust through honest, transparent communication and consistent follow-through across recurring reviews and escalations.
- Delivered FTE staffing analysis (155% utilization vs. 9.3 FTE need) and pay-band benchmarking calibrated for regional COLI to inform hiring and compensation planning; recruited and onboarded engineers across all tiers, running 1:1s, performance reviews, and growth conversations.

**Founder & Engineer** — Sentiox (sentiox.ai) *2025 – Present | Houston, TX*

- Founder and sole engineer of Sentiox — an AI agent monitoring SaaS that runs automated test calls against businesses' voice agents, evaluates conversation quality with Claude, and alerts on regressions. Full-stack: Claude API (LLM evaluation), Cloudflare Workers + D1 + Pages, React, Telnyx, Stripe, Clerk. Reinforces hands-on familiarity with conversational AI, LLM evaluation, and voice infrastructure under production load.

**Tech Support Manager, Vulnerability Management** — Cisco *Jan 2023 – Mar 2024 | Remote*

- Managed technical support for a Cisco vulnerability management SaaS product (Ruby on Rails / Linux) serving enterprise customers in regulated industries — owned customer escalations, root-cause analysis (Ruby application-layer debugging, Linux server diagnostics), and cross-functional resolution via Zendesk, Jira, and Slack with engineering and product teams.

**Lead Technical Support Engineer** — VOXO *Dec 2020 – Jan 2023 | Hattiesburg, MS*

- One of the founding members of VOXO's support function during the company's startup phase — built the technical playbook from scratch (escalation paths, customer onboarding workflows, deployment runbooks) and drove the most complex escalations across VoIP/SIP, RTP, carrier routing (Telnyx/SIPStation, STIR/SHAKEN, CNAM), and networking, coordinating cross-functionally with engineering, development, and product, and project-managing onsite phone installations across SMB and enterprise accounts.

## EARLIER EXPERIENCE

IT Manager, College of Nursing — University of Southern Mississippi (2018–2020) • System Administrator — City of Hattiesburg (2014–2018) • Staff Sergeant (E-5), Honorable Service — United States Air Force

## **TECHNICAL SKILLS**

**Conversational AI / Voice AI:** Intercom Fin, Anthropic Claude API, OpenAI, prompt engineering, RAG, agent evaluation, MCP (Model Context Protocol), voice AI agents, ASR/NLU concepts, IVR design

**Contact Center / Voice Infra:** SIP, RTP/RTCP, WebRTC, PCAP / Wireshark / tshark, STIR/SHAKEN, Telnyx, Sinch, Twilio, Kamailio, FreeSWITCH, UCaaS

**Cloud / Distributed Systems:** AWS (Solutions Architect Associate in progress), GCP (GKE, Cloud Logging, Compute Engine), Kubernetes (K9s, kubectl), Cloudflare Workers/D1/Pages, multi-tenant SaaS, distributed-system debugging

**Support Operations & Tooling:** Jira Service Management (JSM), Intercom, Zendesk, Slack, Confluence, KB management, SLA / CSAT / FRT / MTTR ownership, runbook authoring, Google Apps Script automation

**Leadership & Compliance:** Multi-tier (T1/T2/T3) team management, hiring & onboarding, 1:1s and performance reviews, FTE / pay-band planning, incident customer comms, HIPAA-adjacent healthcare environment, least-privilege and logging discipline

## **EDUCATION & CERTIFICATIONS**

M.S., IT Project Management — Western Governors University (2020) • B.S., Information Systems (Cloud Engineering) — CalTech Applied (2026) • B.S., Information Technology — Kaplan University (2017)

AWS Certified Solutions Architect – Associate (in progress) • Microsoft Certified: Azure Fundamentals (AZ-900), 2022