

CORY A. BARNES

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USAF Veteran · Active U.S. Public Trust Clearance

Contact Center Solutions Architect

CCaaS Modernization · NICE CXone Studio Lead · Federal & Healthcare

PROFESSIONAL SUMMARY

15+ years architecting NICE CXone, Amazon Connect, and Genesys contact center platforms across federal, healthcare, and financial services. Lead IVR architect for a national VA service desk supporting 800+ agents, owning CXone Studio scripting, ServiceNow REST integration, and omnichannel voice/chat/SMS within HIPAA/PCI/FedRAMP-aligned environments. AI-assisted development practitioner; AWS certified; Public Trust cleared.

CORE TECHNICAL SKILLS

CCaaS Platforms NICE CXone (Studio, MAX, Agent, DFO, Reporting, WFM/WFD), Amazon Connect, Genesys Cloud, Five9, 8x8, RingCentral, Cisco UC, Microsoft Teams Voice

IVR & Voice CXone Studio scripting & snippets, GRXML, SSML, ASR/TTS, callback orchestration (SCB/QCB), SPAWN actions, prompt design, SIP, SBC, MFA / caller authentication, voice biometrics

Integrations & APIs REST/JSON, ServiceNow (Create / Update / Assign Interaction), Salesforce, custom subscripts, multi-environment pipelines (DEV / TEST / UAT / TRAINING / PRE-PROD)

Digital & Omnichannel Digital First Omnichannel (DFO) chat, Textel SMS, Microsoft Teams chat, agent desktop consolidation

AI & Conversational Conversational AI, Voice AI, NLU intent design, Generative AI, prompt engineering, AI-assisted development, NICE Autopilot, Enlighten Copilot, Amazon Lex, Google Dialogflow, AWS Lambda

DevOps & Cloud AWS (Cloud Practitioner), Terraform (IaC), Git, CI/CD, JIRA, Agile/Scrum (PSM I), ITIL v4, ITSM

Compliance & Security HIPAA, PCI-DSS, FedRAMP-aligned, SecOps, privacy-by-design call flows

Documentation & Diagramming Visio, Mermaid, SharePoint, call-flow design, runbooks and handover playbooks

SELECTED PROJECTS

VA ServiceNow Interaction Pipeline. Three-phase REST integration (Create → Update → Assign Interaction) with environment-isolated credentials, pre-flight user ID validation, defensive null handling, and per-environment auth-status patching. Reusable subscript architecture deployed across six VA environments.

Multi-Environment CXone Stress Harness. Numeric menu-driven test harness exercising ServiceNow endpoints across six VA sub-environments without live agent calls. Surfaced an intermittent empty-work_item_id production defect that ad-hoc testing had not caught, enabling targeted remediation.

DFO Chat Integration. Migrated VA digital channels (Microsoft Teams chat, ServiceNow chat) onto CXone DFO with custom externalAttributes mapping, datefmt()-correct event timestamping, and unified handling across chat and voice in a single CXone Agent workflow.

PROFESSIONAL EXPERIENCE

Lead IVR Solutions Architect · PingWind (Remote)

Sep 2023 – Present

U.S. Department of Veterans Affairs — Enterprise IT Service Desk

Prime: Accenture Federal Services (AFS) · Operations partner: GDIT · W-2 employee, PingWind

- Led CXone Studio architecture for the VA's national internal IT service desk, supporting 800+ agents across voice, chat, and SMS with end-to-end ownership of 40+ Studio scripts.

- Eliminated manual ITSM ticket creation by auto-generating ServiceNow interaction records on every inbound contact, standardizing audit trails enterprise-wide and removing a recurring source of agent-side ticketing error.
- Operated a controlled DEV → TEST → UAT → Training → Pre-Prod → Production promotion pipeline across six non-production environments, holding production rollbacks near zero.
- Engineered a modular Studio framework with reusable subscripts, defensive WFD schema validation, and standardized error-email patterns, cutting new-flow development time ~35%.
- Led the program's migration from CXone MAX to CXone Agent, retiring legacy desktops and consolidating voice, chat, and case management into a single workflow.
- Strengthened caller identity verification with HIPAA/PCI-aligned MFA and a custom GRXML email-authentication grammar, cutting authentication-step handle time ~60% and contributing to first-call resolution and CSAT gains across identity-gated workflows.
- Applied AI-assisted development tooling for CXone Studio snippet authoring and influenced roadmap design for VA AI initiatives (NICE Autopilot, Enlighten Copilot, voice biometrics); authored the program's IVR standards and handover playbooks adopted by operations and GDIT delivery partners.

Senior Solutions Architect · Securian Financial (Remote)

Sep 2022 – Sep 2023

- Directed a \$5M+ enterprise CCaaS migration to Genesys Cloud and NICE CXone spanning two business units (U.S. and Canada), delivered 7 months ahead of schedule.
- Architected a high-availability integration layer processing 500K+ transactions per day at 99.99% uptime, becoming the system of record for cross-platform CX data across both regions.
- Stood up an enterprise-wide REST API framework adopted across both business units, compressing integration cycles 40% and accelerating new-product launches.

Senior Unified Communications Architect · Unified Women's Healthcare (Remote) *Sep 2020 – Sep 2022*

- Founded and scaled the centralized telecom function supporting 200+ healthcare locations and 65+ acquired practices, driving \$2M in annual savings and a 50% reduction in unit telecom cost.
- Implemented 5 enterprise contact centers, reducing operating expense 30% while standardizing HIPAA-compliant call flows and recording controls across all acquired entities.
- Owned post-M&A telecom integration for every new practice acquisition, eliminating prior multi-vendor sprawl.

Senior VoIP Solutions Engineer · Versant Health (Remote)

Oct 2019 – Jul 2020

- Delivered cloud voice migration strategy for 700+ locations across RingCentral, NICE CXone (contact center), and 8x8 (VisionWorks retail), completed 4 months ahead of schedule.
- Stood up emergency remote-work voice infrastructure for 2,000+ employees during COVID-19 with zero downtime and no service-impacting incidents.

Lead Telecom Engineer · U.S. Air Force (San Antonio, TX)

Sep 2011 – Oct 2019

- Operated and modernized a \$50M+ global Cisco Unified Communications environment supporting 4,000+ users at 99.999% uptime across multi-region joint and coalition operations; awarded the Joint Service Achievement Medal for cross-departmental technical leadership.
- Engineered redundant multi-site telecom infrastructure for mission-critical communications, increasing call-handling capacity by 30%.
- Held an active DoD security clearance supporting joint-service and coalition voice operations across multiple theaters under strict change-control and availability requirements.
- Led and mentored junior airmen and contractor technicians on Cisco UC operations and high-availability design, building the operational discipline later carried directly into enterprise CCaaS architecture work.

EDUCATION & CERTIFICATIONS

B.S., Network Operations and Security — Western Governors University (2022)

Certifications AWS Certified Cloud Practitioner · Professional Scrum Master I (PSM I) · ITIL v4 Foundation · CompTIA Project+ · LPI Linux Essentials