

yannickmccabe-costa

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personal profile

Results-driven Telecommunications professional with over 15 years of experience in designing and implementing voice networks. Proven track record in network architecture, specialising in Asterisk, OpenSIPS/Kamailio, Linux, and macOS. Skilled in optimising voice systems performance and enhancing overall network infrastructure. Key Skills include:

- Asterisk: Expertise in configuring and customising Asterisk PBX for efficient call routing, IVR systems, and telephony applications.
- OpenSIPS/Kamailio: Proficient in deploying and managing SIP proxy servers, ensuring seamless communication and call quality.
- Linux: Strong command over Linux systems, including server administration, shell scripting, and performance optimisation.
- Management: Engaging team leader and departmental manager.
- Session Initiation Protocol (SIP): In-depth understanding of SIP protocol for voice communication, troubleshooting, and interoperability.
- PHP: Full stack development skills, leveraging PHP to create robust and scalable web applications.
- Web Design: Proficient in designing intuitive user interfaces and responsive web layouts for enhanced user experiences.

Bachelor of Science (BSc) in Computer Forensics and Security from The Manchester Metropolitan University. Demonstrated expertise in information technology and information security practices, ensuring the confidentiality, integrity, and availability of sensitive data. Committed to implementing best practices and compliance with industry standards.

Seeking opportunities to utilise my extensive experience and technical skills in driving innovative voice solutions, optimising network performance, and contributing to the growth and success of organisations in the telecommunications industry.

hobbies experience

programming •

cycling •

cooking •

electronics •

singing •

piano •

organ •

synthesiser •

woodwork •

exploring new tech •

Principal Telephony Engineer

CloudCall, Leicester, UK

Jan '23 to present

As a key member of a specialised engineering team at CloudCall, my daily responsibilities revolve around developing and transitioning our customer base to a cutting-edge unified communications platform powered by Asterisk. This role primarily involves the utilisation and integration of advanced technologies such as WebRTC and WebSocket Secure (WSS) within the Asterisk framework.

My work includes making critical business decisions for ensuring the interoperability between our platform and carriers, and our upstream carriers.

professional

digium Certified Asterisk Administrator •

Fellow of the Royal Society of Art •

The focus of my role is to leverage these technologies to provide operational flexibility, allowing customers to seamlessly use their existing devices for secure communication on our platform. This involves complex system configurations, network optimisations, and continuous updates to adapt to the evolving needs of our user base and advancements in VoIP technology.

personal

enthusiastic • dedicated •

cheerful • confident •

driven •

Head of SIP

Connex One, Manchester, UK

Mar '22 to Jan '23

projects

wonderful.org

Fee-free fundraising platform,
processing over £10K per day

getcp.io

UK Communications Provider
telephone number lookup tool, with
RESTful API.

ukesec.info

An interactive website based on the
data supplied in the Department for
Business, Energy and Industrial
Strategy Electricity Supply Emergency
Code.

As Head of SIP at Connex, my projects here have included implementing platform-wide geo-redundant voice switching systems, and carrier management systems, allowing Connex to make even more use out of their already substantial carrier and voice service portfolio. I also head up a growing team of numbering and carrier interworking engineers, ensuring that voice and related traffic is balanced across our platform, and ensuring rigorous compliance with all relevant national telecommunications regulations, along with adherence to ISO27001, ISO9001, HIPAA, MiFID, PCI DSS and NICC regulations.

Further to my larger projects, I am consistently engaging with new carriers in the IP Voice, SMS and social-enabled services sectors, and where appropriate, performing interworking testing, and onboarding them into our ever-growing estate.

My day-to-day responsibilities include leading my team of engineers and giving input into potential carrier interworking issues, building and setting up new international routing dialplan based on Least-Cost Routing in an ever changing market, implementing new Kamailio edge-nodes to balance traffic across our estate, and engaging with customers on escalated issues that require specialist input.

portfolio

Senior Voice Developer and Network Engineer

Oct '19 to Feb '22

TruSIP, Manchester, UK

TruSIP operates a hosted telephony platform for a large customer base comprising of 80%+ healthcare providers across the UK and Europe.

education

The Manchester Metropolitan University

BSc (Hons) Computer Forensics and Security
2011 to 2014

Poynton 6th Form College

A-Levels in Applied ICT, Chemistry & Physics.

AS-Level Music Theory
2008-2010

Poynton High School and Performing Arts College

GCSE's in English, Mathematics, Science, ICT, Design Technology, Food Technology, Economics, Drama, Theatre Technology
2003-2007

Operations Director and Lead Developer

Jan '17 to Sep '19

Wonderful Organisation, Manchester, UK

For the Wonderful Fundraising Platform, I was the sole, lead developer, building from scratch on bare-tin in a managed data centre. Over a period of 6 months, I developed the Wonderful fundraising platform using Vanilla PHP, Elasticsearch, MariaDB and Redis, whilst integrating with a number of third-party services for verification fulfilment and communications.

Upon the successful launch of the platform I was promoted to Operations Director to oversee the day-to-day operations and running of the platform. Wonderful's policy is that 100% of the donations made by users go to the charity, no deductions are made at all, allowing the £2.3M of donations made to date arrive at the charity unimpeded.

My day-to-day tasks involve payment vetting of over £10,000 of donations per day, fraud review and dispute resolution, again working closely with fundraisers, charities and the issuing banks, monitoring compliance of all donations data transferral, charity data acquisition and associated marketing communications from the platform.

As a FCA Small Payments Institute, we also have a reporting responsibility to them.

Network Architect and Voice Specialising Full Stack Engineer

Jul '14 to Sep '19

Nexbridge Communications, Manchester, UK

Nexbridge is a Tier 2 ITSP (Information Telecommunications Service Provider) operating a bespoke VoIP communications platform, with interconnects to large UK ITSPs. The core USP of Nexbridge is that of a High Velocity, Short Duration telecommunications network, catering predominantly to call centre environments and larger organisations.

My projects here have included Customer VPN setups, intranet implementations, split-horizon DNS and internal DNS resolvers, Layer 2 and Layer 3 network implementations, BGP multihoming, Customer MPLS links, OSPF and Least Cost routing, Linux server management and building, fibre interconnections, 802.1q VLAN structuring, IPS, network security and access control systems, SQL Server building, IPv4/v6 engineering, LAMP/LEMP stack creation, Asterisk Voice gateway builds, OpenSIPS SBC management and maintenance among very many others.

My day-to-day responsibilities are that of managing and monitoring the network infrastructure and ensuring that it is running at peak performance, including monitoring and continually assessing any risks and attack vectors that may come to light during the ongoing developments of our products.

skillset

802.11 technologies • active directory • android • asset management • asterisk • aws • bash • bgp • bind9 • bootstrap • caches • capistrano • captive portals • carp • carrier relations • compliance • containerisation • cron • css3 • datacentre management • debian • dhcp • disaster planning • disaster recovery • distributed infrastructure • dns • docker • eigrp • elasticsearch • firewalls • foss • front of house • git • github • group policy • hipaa • html5 • hypervisors • iis • imap • interconnects • ipv4 • ipv6 • iso27001 • iso9001 • java • javascript • kamailio • ldap • leadership • linux • load balancers • mail servers • management • membership • memcached • microsoft office • mifid • mpls • mysql • network capacity planning • network infrastructure • network management • networking • noc operations • nodejs • opensips • ospf • pbx • pci dss • php • php5 • php7 • point-of-sale • postgresql • presentation • proxmox • radius • redis • retail • rtp • sales • server management • sips • smtp • source control • split-horizon dns • srtp • ssh • stock control • stocking • stripe • team building • team management • telecommunications • virtualisation • vlan • vmware • web application firewalls • web servers • windows • wireguard • wireless mesh infrastructure • wireless network infrastructure •

references available on request