CAPABILITIES ONE-SHEET

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I connect the people who connect the world. I take enterprise collaboration from **fragmented and unreliable** to **standardized, adopted, and measured**—across voice, video, messaging and collaboration. 15+ years engineering and running workplace technology at Cisco, Facebook/Meta, Snap, and Logitech, with hands-on Python, API, and ServiceNow automation. I lead the migration, the build, the rollout, and the operations behind it—and I report results in the metrics your leadership tracks.

15+
years leading enterprise collaboration

20+
engineers & contractors led globally

40,000+
rooms supported across global estates

99.9%+
platform uptime maintained

40–60%
manual work removed via automation

ENTERPRISE TRANSFORMATION

One transformation, end to end.

Voice, video, messaging and collaboration—migrated, governed and adopted as a single system, not four disconnected projects.

VOICE

Cloud telephony & calling

Teams Phone, Zoom Phone, Cisco CUCM / VCS, SIP / H.323 dial plans, PBX sunsetting, and contact-center configuration.

VIDEO

Rooms, TelePresence & events

Teams / Zoom / Meet rooms, Cisco & Logitech hardware, codecs, bridges, TMS, BlueJeans / Webex interop, and live broadcast (StreamShark).

MESSAGING & IM

Chat & presence

Slack, Microsoft Teams and Google Chat—bots, integrations, service consolidation and presence across the estate.

COLLABORATION

Workspace & identity

Microsoft 365 & Google Workspace, identity lifecycle, governance, and the adoption programs that make it all stick.

WAYS TO PLUG ME IN

Hire me as...

Nine ways I plug into an enterprise collaboration estate—each as a 90-day assessment, a 6-month project, or a 12-month retainer.

01 · Project

Collaboration Transformation & Platform Migration

For teams running Cisco alongside Zoom, Teams, or Meet, with legacy rooms, desk phones, and overlapping tools.

- **Migrations & consolidation:** Cisco / Webex / Tandberg to Zoom, Teams, or Google Meet, cut over without business disruption.
- **Tenant administration:** Teams / M365, Zoom, and Google Workspace / Meet admin, policies, and security baselines.
- **Room standards:** Teams Rooms, Zoom Rooms, and Meet hardware (Logitech, Cisco, Neat, Poly) with Logitech Sync fleet governance.
- **Cloud voice:** SIP / H.323 dial plans, PBX sunsetting, Teams Phone and Zoom Phone rollouts.

02 · Project

New Build PM & Technical Enablement

For new campuses, office expansions, executive briefing centers, and all-hands spaces.

- **Build PM:** scope, schedule, room standards, vendor & contractor management, RFPs, purchasing, commissioning, and handoff to operations (Meta Brickyard, Facebook Menlo Park).
- **Technical enablement:** runbooks, monitoring, ITSM processes, and training so your IT team runs the estate after launch.
- **Broadcast & live events:** town hall and streaming infrastructure (StreamShark, RTMP).

03 · Project

Change Management, User Rollout & Communications

For rollouts that ship on time but stall on adoption.

- **Change management:** stakeholder mapping, pilot & champion programs, phased rollout plans by site and persona.
- **Marketing communications:** launch messaging, email & Slack campaigns, how-to content, exec and all-hands briefings.
- **Release knowledge library:** a living library of what's-new notes, feature guides, and FAQs for each Zoom, Teams, Meet, and Cisco release.
- **Adoption metrics:** active users, feature use, ticket deflection, and satisfaction, reported to leadership.

04 · Project or Retainer

Automation, ITSM & AI Workflows

For helpdesks drowning in repeat tickets, M&A integrations, and leaders who can't see ROI.

- **ServiceNow & Jira ITSM:** Python, Scripted REST, Flow Designer, Integration Hub, and Jira automation; room telemetry into CMDB with auto-ticketing and auto-remediation.
- **Identity lifecycle:** Okta SSO, SCIM provisioning, Workday-connected onboarding / offboarding, acquired-tenant merges, zero-trust access.
- **AI agents & Copilot / Gemini adoption:** triage and knowledge agents on Claude / OpenAI APIs, plus dashboards that show seat activation and time saved.

05 · Retainer

Managed Services & Fleet Governance

For estates that need an owner, not just a project—ongoing operations across every platform.

- **Day-to-day administration:** tenant and room admin across Teams, Zoom, Meet, and Cisco, with policy and security baselines kept current.
- **Fleet governance & telemetry:** Logitech Sync health monitoring, firmware and lifecycle management across distributed sites.
- **Release & vendor management:** controlled platform / firmware rollouts, escalations, and vendor relationships.
- **Monthly KPI reporting:** uptime, MTTR, SLA attainment, and adoption, in the metrics your leadership tracks.

06 · Retainer

QA, Testing & End-User Experience

For leaders judged on one thing: whether the meeting just works.

- **Room acceptance & QA testing:** commissioning checklists, standardized test scripts, and pre-launch sign-off before a space goes live.
- **UAT & white-glove checks:** user acceptance testing and pre-event readiness for executive and all-hands spaces.
- **Experience monitoring:** call-quality analytics, proactive alerting, and CSAT tracking that catch issues before users do.
- **End-user experience design:** simple, consistent room UX and self-service support so people never have to think about the technology.

07 · Project or Retainer

Sales Enablement & Marketing Communications

For GTM, sales and marketing teams that need the story, the tools and the content to win—built from years enabling enterprise sales-engineering teams.

- **Battle cards & competitive positioning:** win/loss themes, objection handling and head-to-head cards reps actually use.
- **Sales playbooks & documentation:** discovery guides, demo scripts, SOW templates and the knowledge library behind them.
- **Enablement content & training:** onboarding, certification paths and release readiness so reps ramp fast.
- **Marketing communications:** launch messaging, email & Slack campaigns, how-to content and all-hands briefings.
- **Executive briefings & demo environments:** technical readiness for sales and executive audiences.
- **Custom sales tools & AI agents:** bots and assistants that speed quoting, scoping and SE workflows.

08 · Project or Retainer

AI Tooling & Analytics

For teams that want AI woven into operations—and the dashboards to prove the ROI.

- **Custom AI tools & agents:** assistants and bots for support, provisioning and SE workflows (built with Byrdie.AI).
- **Copilot & Gemini adoption:** rollout, governance and seat-activation analytics.
- **Usage & ROI dashboards:** adoption, call quality, ticket deflection and time saved.
- **Data analysis & reporting:** KPI telemetry from monitoring, ITSM and adoption data.

09 · Project

Event Production, AV & Studio Builds

For town halls, offsites, broadcasts and the studios that power them.

- **Live event production:** town halls, all-hands, keynotes and executive events, on-site or remote.
- **AV design & integration:** cameras, audio, switching and signal flow for rooms and stages.
- **Offsite & field AV:** turnkey production support for events away from the office.
- **Studio builds:** broadcast, podcast and streaming studios (StreamShark, RTMP).

HOW WE WORK TOGETHER

Start with your data. Scale to fit.

Every engagement opens with a 90-day assessment, then continues as a fixed-scope project, an ongoing retainer, or both—renewing each term.

Assessment

90 DAYS · FIXED FEE

A read of your rooms, tenants, and ticket patterns, with a prioritized roadmap built on your data. Stands alone or kicks off a larger engagement.

Project

6 MONTHS · FIXED SCOPE

A defined outcome over six months—a platform migration, a new build, a user rollout, or an automation pipeline—with kickoff assessment, weekly status, and a handoff package.

Retainer

12 MONTHS · FRACTIONAL LEAD

Embedded ownership of your collaboration estate: tenant admin, release & vendor management, change comms, QA, and escalations—with a monthly KPI report.

Book a 30-minute call: terelljayjohnson.com/book

PLATFORM COVERAGE

The whole stack.

COLLABORATION

Microsoft Teams (Rooms, Admin, Phone), Zoom (Rooms, Admin, Phone), Google Meet & Workspace Admin, Cisco Webex / CUCM / VCS / TelePresence, Slack

ROOMS & DEVICES

Logitech (Rally, Tap, Sync), Cisco, Neat, Poly, Crestron, Shure, QSC

ITSM, IDENTITY & AI

ServiceNow, Jira, Okta (SSO / SCIM), Workday, Python, REST / GraphQL, OpenAI & Claude APIs, Make, Zapier, n8n

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TRACK RECORD

Cisco · Facebook / Meta · Snap Inc. · Logitech

ACCOUNTS & BRANDS SERVED

Disney · Netflix · USAA · Sony Pictures · Honda · SpaceX · Anthropic · Qualtrics · TikTok · Sierra Space · Relativity Space

CREDENTIALS

PMP, PMI · San José State University

Let’s connect your people—and make the tech disappear.