

# TERELL JOHNSON

ENTERPRISE COLLABORATION PLATFORM ENGINEERING | TECHNICAL OPERATIONS LEADERSHIP

Houston, TX | tjohnson06@gmail.com | linkedin.com/in/terelljayjohnson

## EXECUTIVE PROFILE

Enterprise collaboration and technology operations leader with 15+ years of experience scaling secure productivity, messaging, identity and video platforms across Cisco, Snap, Meta and Logitech. Lead cross-functional engineering teams, contingent workforces, campus deployments and ITSM transformation, using governance and automation to improve global service delivery.

## SELECTED LEADERSHIP IMPACT

| 20+                                                           | Fortune 500                                                  | GLOBAL OPERATIONS                                                        |
|---------------------------------------------------------------|--------------------------------------------------------------|--------------------------------------------------------------------------|
| Global contractors managed in Cisco-era contingent leadership | Disney, Netflix, USAA and other large enterprise engagements | Collaboration services, campus operations and contingent team leadership |

## PROFESSIONAL EXPERIENCE

### Logitech | Senior Technical Solution Architect – Enterprise Video Collaboration

Nov 2024 – Present

- Advise large enterprise IT and engineering teams on standardized Microsoft Teams Rooms, Google Meet and Zoom Rooms architectures, platform adoption, lifecycle management and operational readiness.
- Lead strategic customer engagements spanning Disney, Netflix, USAA, Sony Pictures, Honda and other enterprise accounts; translate business requirements into scalable collaboration deployment patterns.
- Guide rollout of Logitech Sync device management, monitoring and analytics to improve visibility, support processes and fleet governance across distributed sites.
- Partner with customer identity, security and operations teams on room accounts, calendar resources, single sign-on considerations, platform configuration and complex escalations.
- Develop Python/API-based tooling and operational workflows for provisioning, diagnostic visibility, inventory and engineering enablement; help organizations evaluate AI-assisted meeting experiences.

### Meta | Regional Operations Manager – Southern California / Enterprise Media Operations Engineering Lead

Apr 2019 – Dec 2022 | Two leadership assignments; individual role dates to confirm

- Led Southern California collaboration and workplace technology operations supporting Meta employees and regional offices, including teams associated with Oculus VR, Facebook Watch and Meta Connectivity in Northridge.
- Managed contingent technical staff, vendor delivery, escalation paths, operational standards and cross-functional coordination across IT, facilities, engineering and workplace stakeholders.
- Helped lead technology buildout and operational launch readiness for Meta's Brickyard campus, coordinating collaboration infrastructure, deployment activities, commissioning and long-term service transition.
- In enterprise media operations engineering leadership, supported large-scale video collaboration and executive communications infrastructure, including a Los Angeles estate of 200+ rooms and 800+ endpoints.
- Developed monitoring, ITSM runbooks, documentation, knowledge transfer and standardized support processes; partnered on identity-driven provisioning and platform reliability.

### Snap Inc. (Snapchat) | Enterprise Video & Collaboration Engineering Manager / Lead

Mar 2017 – Apr 2019

- Joined as a hands-on collaboration engineer to help establish and build the initial enterprise video and communications environment; progressed into team leadership and operational ownership.
- Consolidated overlapping communications services and supported Google Workspace, Slack, enterprise video, voice and messaging technologies across a fast-growing technology workforce.
- Led contingent workforce delivery and built ITSM service processes, escalation models, support documentation, operating procedures and an internal knowledge library for collaboration systems.
- Built Slack bots and integrations with application management workflows; worked on Workday-connected identity and user lifecycle processes, including onboarding, access changes and offboarding.
- Coordinated collaboration product rollouts, migrations, beta validation, training and executive white-glove support with security, application engineering and IT stakeholders.

## **Cisco Systems / Insight Global | Collaboration Engineering Lead → Video Engineering Lead → On-site Contingent Team Manager**

*Jun 2010 – Nov 2015*

- Progressed through engineering and team leadership roles supporting enterprise unified communications, voice, video and instant messaging services including Cisco TelePresence, CUCM, Jabber and Webex.
- Led onsite service delivery and coordinated a global contingent workforce of more than 20 contractors through Insight Global, overseeing staffing, escalations, delivery quality and operational consistency.
- Helped enable migration and adoption from legacy Cisco collaboration experiences toward Webex, supporting platform lifecycle, endpoint provisioning, support documentation and user training.
- Partnered with infrastructure engineering, application owners and enterprise stakeholders on service transitions, problem management and collaboration reliability.

## **PLATFORM & MANAGEMENT EXPERTISE**

---

Collaboration strategy & adoption • Google Workspace / Google Meet • Slack / Slack bots • Atlassian Jira / ITSM / knowledge bases • Microsoft Teams / Zoom / Webex / Jabber • Voice, video & instant messaging • SaaS platform lifecycle • Okta / SSO / SAML / Workday-driven lifecycle workflows • Joiner-mover-leaver provisioning • Service catalogs / runbooks / incident & change management • API integrations / Python • AI productivity / Gemini / Copilot / Claude / ChatGPT • Vendor & contingent workforce leadership • Security and access governance

## **EDUCATION & PROFESSIONAL DEVELOPMENT**

---

San José State University | Broadcast Engineering & Media Technology  
 Atlassian IT Service Management (ITSM) • Atlassian Agile Project Management