



Teresa Richardson
Avaya Practice Leader
Local Government & Public Safety

Teresa Richardson is the Practice Leader Local Government and Public Safety vertical markets for Avaya. She is responsible for identifying solution requirements unique to government, specifically in the areas of citizen service, public safety & communications continuity.

As a leadership team member of the Avaya Public Service Team, she is focused on developing Avaya Citizen Service solutions for deployment of 211, 311, & 511 applications. Teresa is the practice leader for Avaya's 911 & Public Safety solution initiatives. In this role, Teresa has worked with Avaya customers, field sales & industry organizations to develop and deploy next generation solutions for this critical market.

Teresa has an extensive background in voice, VoIP networking & contact center applications. She has accumulated over 20 years of experience in the telecommunications field including solution development, project management, system engineering & design, contact center & system management. Teresa has achieved Avaya Certified Specialist certification in Avaya IP Telephony and Contact Center design & implementation.

Teresa is a frequent spokesperson at various conferences and events on the subject of Citizen Service, 911, Public Safety & Business Continuity. Her speaking engagements and topics include:

National Association of State Telecommunications Directors (NASTD)

Leveraging VoIP for Business Continuity.

Pandemic Planning

National Emergency Number Association(NENA)

IP Solutions for Public Safety Answering Points (PSAPs)

When 911 becomes the Emergency

Contact Center Solutions to Enhance Public Safety

Association of Public Communications Officials

Intelligent Solutions for Interoperable Communications

Integrated Solutions for Enhanced Dispatch

International Association of Avaya Users(INAAU)

Citizen Service Solutions – 311 Applications

Public Technology Institute (PTI)

Avaya 311 Solutions – Treating the Citizen like a customer

She currently resides in Florida.