

SAM SMITH

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SENIOR-LEVEL TELECOMMUNICATIONS ENGINEER

Project & Program Management/Strategic Leadership & Collaboration/Customer Operations & Support

PROFESSIONAL SUMMARY

An innovative and solutions-oriented Senior Telecommunications Professional contributing almost two decades of diverse telecom experience providing technical solutions for Fortune 500 companies and federal accounts with mission-critical systems requiring maximum uptime in complex, fast-paced environments. A performer and troubleshooter able to successfully prioritize workflow, field and resolve issues, manage concurrent projects, and meet and exceed challenging goals and objectives. A team-player and team-builder recognized for capacity to work autonomously as well as collaboratively and facilitate productive working relationships with co-workers, executive management, and end-users. Proven leadership with clients, consistent quality in technical development of colleagues/subordinates, and demonstrated track record leading project teams to success on time and under budget. Superior investigative, quantitative, analytical, and troubleshooting skills.

CORE COMPETENCIES

- *Project/Program Management*
- *Systems Design/Development*
- *Customer Service Management*
- *Call Center & Traffic Analysis*
- *Remote Technical Support*
- *Disaster Recovery Planning*
- *Strategic Technology Planning*
- *Voice & Data Troubleshooting*
- *Help Desk Support/Training*
- *Quality Standards/Assurance*
- *Circuit Turn-Up/Provisioning*
- *Cable Management & Testing*
- *Installation/Configuration/Testing*
- *Technology Assessment/Analysis*
- *Concept Innovation/Development*
- *Group Leadership/Facilitation*
- *Performance Tuning & Monitoring*
- *Systems Compatibility/Integration*

MILITARY SERVICE/HONORS

Corporal (E-4), United States Marine Corps - Honorably Discharged

- Two-Time Recipient, Meritorious Service Award

CERTIFICATIONS

- Avaya Definity ▪ Nortel Voice/Data Systems BCM ▪ Octel Messaging ▪ Sony Video Conferencing ▪ SIP-Trunking
- Lucent/Avaya Voice/Data Systems ▪ Mitel Sx-200 ML/EL ▪ IPC-3100 VOIP ▪ Network+ Internetworking TCP/IP
- Executone Advance ACD /Predictive Dialer/Voice/Data Information Systems ▪ Iwatsu Voice/Data Systems
- Toshiba Voice/Data Systems ▪ Call Master IVR/Out Dial ▪ Esna-Voice Unified Messaging ▪ ITIL V3 CCNA

PROFESSIONAL EXPERIENCE

ABC Company

Any Town, USA

Oct. 2005 - Present

Senior Telecom Engineer/Systems Administrator

Provided all aspects of Telecom support for Fortune 500 clients including Aetna, Sprint, AT&T, Exxon Mobil, Chevron and Blue Shield for a leader in BPO and IT Outsourcing across a variety of industries and the public sector. Client engagements encompassed build outs and decommissioning and spanned from a few months to several years.

- Spearheaded as many as twenty (20) projects concurrently; served the individual needs of each client including different carriers, hours of operation, and call flows.
- Oversaw two (4) locations with agent populations of 800 to 2000 based on varying healthcare client open enrollment period requirements.
- Analyzed internal customer's telecom needs, provided recommendations and executed requirements by configuring Avaya PBX, CMS, Voicemail and Provisioning Toll Free network orders.
- Collaborated with Voice Response Unit and Computer Telephony Interface team members to insure seamless access by business customers.

Selected Accomplishments:

- Realized a cost savings of \$30K annually in MAC work and licensing fees; designed and implemented a new procedure called Super-agent ID which allowed supervisors the ability to login anywhere on production floor with a roaming Avaya profile. Concept became standard operating procedure (SOP) for all call centers.
- Integral member of a team that successfully upgraded a 460-agent call center within a forty-eight (48) hour period; decommissioned a TDM Simians switch and deployed an Avaya G450 VoIP system.
- Recognized for providing exceptional customer service; gathered feedback, analyzed and documented problems to resolution, and provided ongoing training and support.

PROFESSIONAL EXPERIENCE (CONTINUED)

ABC Company

Any Town, USA

Dec. 1994 - Oct. 2005

Senior Service Engineer

Provided help desk, phone, and network support for up to 300 clients on Nortel, Executone, Iwatsu, and Cisco/IP-PBX systems for a leading provider of end-to-end communications solutions worldwide. Maintained company tenure during mergers, acquisitions and job transfers from New York to North Carolina.

- Managed remote maintenance, turnkey installation, MAC, and troubleshooting; skillfully identified problem areas and programmed appropriate solutions.
- Designed and implemented disaster recovery plans and provided monthly backups.
- Trained, coached, and developed a team of twenty (20) field technicians with regard to new technology, processes and quality standards, and customer service.
- Collaborated jointly with local Telco, ISP, and service vendors; developed and maintained project implementation and communication plans, deployment schedules, and reporting procedures.
- Conceptualized and implemented training programs for sixteen (16) junior field technicians; supported the career and skill development of the team to ensure engagement, retention, and future talent development.

Selected Accomplishments:

- Initiated the creation of a new technical lab for escalated trouble tickets; resulted in increased efficiency and customer satisfaction.
- Worked in tandem with the Vice President of Time Warner Cable operations and his team on the successful deployment of LAN/WAN-based ACD from Wilmington to New Burn, NC; programmed Cisco routers and set up Sentinel ACD Server for network.
- Installed Iwatsu Adix PBX System for 105 users at Charles River Laboratories in Raleigh, NC; deployed wireless stations and programmed system and voicemail.
- Directed two (2) projects for the Department of Labor; installed and programmed Executone voicemail system and upgraded system from four (4) ports to twelve (12) ports.

EDUCATION

Associate in Applied Science Degree in Networking Technology
Wake Technical College, Raleigh, North Carolina

PROFESSIONAL DEVELOPMENT/SPECIALIZED TRAINING

- Advanced Administration Training ▪ Avaya Communication Manager/Definity
Walt Medak & Training Center, Vancouver, Washington

TECHNICAL ADDENDUM

Platforms:

Windows NT ▪ XP 2000-2007 Server ▪ DOS ▪ Cisco IOS ▪ Proprietary IOS for Various Information Systems
▪ Routers ▪ Hubs ▪ Servers ▪ Firewalls ▪ WAN ▪ LAN ▪ VoIP ▪ TCP/IP

Software:

- Microsoft Office Suite ▪ Visio ▪ Service Center ▪ SharePoint ▪ Sametime ▪ Replicon ▪ Reliatel Reporting
▪ Avaya- ASA 5.0 ▪ CMS 4.0

Web:

- Basic HTML ▪ cPanel ▪ Apache Server ▪ WordPress ▪ Joomla-CMS ▪ CBT ▪ ITIL v3 Training

Voice Systems:

- Avaya Definity: G3R, CM, S87XX Server, Intuity Audix VM, Modular Messaging, VoIP, Media Gateway, G450x, CMS, ASA, ESS, AES, Skills, Hunt, VDN, Vectors, BSR, DR ▪ CM5/9600 Series IP Desk Phones, NICE, Verint Station/Trunk Recording
- Nortel: BCM, Option 11/81c, CIS, MCIS Key Systems, Voicemail-Flash, Nam, Call Pilot, Samsung Office Serv 7400 IP
- Speech Soft Call Master (Applications: Unified Messaging, Dialer, Fax, Scripting, Call Routing, IVR Applications)
 - Iwatsu Systems (Applications: Campus Networking, VMI Voice Mail, Tasks ACD) ▪ Octel Messaging Vx1, 250
 - Toshiba DK40-424 Systems Strategy Voicemail ▪ Aleen Messaging ▪ Lucent Partner vs Mail/Legend Mail
 - Alcatel Omni PCX 4400 OmniTouch/Omni Messaging ▪ Mitel 3300 IP ▪ Predictive Dialer/IVR
 - Modular Messaging ▪ Executone IDS 42-648 Hybrid Systems ▪ VX2 ▪ VXC ▪ EVX Voicemails
 - Cisco Avvid (Applications: Unity Messaging, Call Manager) ▪ Esna Unified Messaging
 - Hospital-Based Executone Care/Com I and II Nurse Call Systems
 - Advance and Dynamic ACD Auto Attendant