

BARBARA J. ATWOOD

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SUMMARY

Telecommunications/Voice Systems professional specializing in PBX and Voicemail system administration. Experience in video, audio, and web conferencing, vendor coordination, and project management. Supervisory experience. Involved in system installation and upgrades, problem resolution with existing systems. Strong in complex moves, adds and changes including trunking, route optimization, VDN/Vectoring and ACD for call centers. Development, coordination and implementation of help desk and user training on voice systems.

TECHNOLOGY

- Eight years Avaya Definity PBX and Intuity/Audix Voicemail experience
- Siemens (formerly ROLM) CBX's: 7000, 8,000, 9,000, 9751 models 10-70, 9006 models 30 and 80, Hicom 9200; Phonemail
- IntelliDESK Database System; Telemate Call Accounting; Integratrak Call Accounting
- Video: PolyCom Videoconferencing
- Utilized Avaya ASA, EMMA, EMLL, CCMS, HDMS/LCWin, Reflections 4.21 and Procomm Plus communications software
- Mac and PC environments; Windows 98, Office 2000, Windows NT, Lotus Notes and Windows XP.

EXPERIENCE

ROBERT HALF TECHNOLOGY, Boston, MA

11/06 – 10/31/07

Telecommunications Specialist

- Independent Consultant – Seven month contract at Fish & Richardson P.C. from 3/1/07 to 10/31/07. Duties included facilitating remote access via the network to NEC PBX's and voicemail systems at all 9 Fish & Richardson offices nationwide and performing remote MAC. Responsible for researching special applications. Performed telecom audit for voice lines at all offices including documenting information from local and long distance vendors, Verizon, AT&T, SBC, Qwest and Sprint. Served as back-up coordinator for videoconferencing.

Telecommunications Consultant

- Independent consultant – Two month contract at BJ's Wholesale Club Home Office, Natick MA, in IT Department from 10/31/06 to 12/23/06. Duties included: Provide Telecom Project Management services in support of BJ's grand openings at new locations on the east coast and provide same for existing locations. Responsible for the placing, tracking of new service orders; coordinating with vendors and service providers (Verizon, AT&T, Nortel, etc). Support moves, adds, changes and perform troubleshooting as needed.

JUBILEE CHRISTIAN CHURCH INTERNATIONAL, Boston, MA

2/03 – 10/06

Telecommunications Coordinator

- Managed the purchase and installation of a new, expandable telephone and voicemail systems for a large 5000+ member church. Solicited vendor bids, made recommendations and coordinated planning and installation of new Avaya VOIP enabled Prologix PBX and Intuity/Audix Voicemail systems and internal cabling. Planning also included ordering and coordinating DID numbers and T1's for both voice and data. Responsible for ongoing project management, system programming including vector writing, problem resolution, maintenance of all documentation, user training and wireless communications.

MASSACHUSETTS EYE & EAR INFIRMARY, Boston, MA

2000 – 1/03

Telecommunications Technician

- Responsible for delivery of all voice services and infrastructure for the hospital and it's satellite offices: installations, equipment inventory, wiring, cabling, performance of complex software for installation and diagnostic purposes in Avaya PBX's and Octel voicemail; update and run CDR reports and BCMS reports.
- Project management responsibilities for all voice systems.
- Manage all actions of outside contractors and vendors and oversee completion of their work.
- Develop new or revised system layouts, including call vectoring, based upon changing needs/requirements.

BIOGEN, Cambridge, MA

1998 – 2000

Telecommunications Analyst

- Oversaw delivery of voice services to seven Biogen global sites. Coordinated with local vendors to complete daily moves, adds and changes for 2000 employees worldwide on Siemens/Rolm 9006 PBX and Octel systems. Oversaw system upgrades and networking, involved in problem solving regarding trunking, vendors, system problems, and networking.
- Coordinated global video conferencing, conducted user training, worked directly with multipoint bridge vendors, switch vendor and local/long distance vendors. Conducted vendor comparisons for purchase and maintenance of equipment and negotiated best service at lowest price. Coordinated installation and problem resolutions.

- Provided vendor selection and coordination for audio and web conferencing.
- Back up support to critical call center, using Teloquent ACD system..
- Hired full time following contracting position.

SIEMENS BUSINESS COMMUNICATIONS, INC., Burlington, MA

1993 – 1997

Technical Support Analyst

Provided solutions and recommendations for all company products to effect customer satisfaction for a large account base within the Burlington Customer Support Center.

- Facilitated customer requests for in-depth analysis, prioritization and problem solving of MAC, Service and Vendor Coordinator activities.
- Performed complex software moves, adds and changes in Siemens/Rolm CBX and Phonemail switches.
- Provided consultation, customer training and support on all Siemens products.
- Diagnosed and solved CBX and Phonemail application problems.

MASSACHUSETTS INSTITUTE OF TECHNOLOGY, Cambridge, MA

1992 – 1993

Supervisor, Operator Services

LOTUS DEVELOPMENT CORPORATION, Cambridge, MA

1989 – 1992

Telecommunications Coordinator

Additional experience includes working as a Senior Communication Coordinator at a college and as a PBX supervisor and operator in a hotel setting.

EDUCATION

Bachelors Degree in Music Education, BOSTON UNIVERSITY, Boston, MA