

PROFILE

- 1 Telecommunications Specialist with experience in managing Cellular, Voice and Data services and equipment including provisioning and upgrades.
- 2 Supported Call Center and monitored performance of ACD/800 number services.
- 3 Goal-oriented team player with strong leadership capabilities.
- 4 Organized, highly motivated and detail-directed problem solver
- 5 Proven ability to communicate successfully with all levels of staff and board of directors.
- 6 Proficient in MS Office (Word, Excel, PowerPoint).

PROFESSIONAL EXPERIENCE

TELCOM INNOVATIONS GROUP, Itasca, Illinois

2007 - 2009

Technology Support Specialist

Responsible for trouble shooting all aspects of PBX and Voicemail systems. Certified on multiple Mitel PBX Platforms, including the SX200, SX200ICP, SX2000 and the 3300 ICP systems, AVST, Active Voice and NuPoint Voice Mail systems, Prairie Fyre ACD and Call Accounting Software, Mitel Contact Center Manager software and TigerPaw CRM software.

- 1 Answered Customer Support Calls in busy Call Center Environment.
- 2 Designed New Employee Training Program for implementation.
- 3 Provided Backup support for Dispatcher position, including entering of time sheet information and assisting staff of 6 Field Technicians.
- 4 First Level support to Cisco Phone System Users.
- 5 Utilized remote access programs such as VNC, Remote Desktop, CarbonCopy, ProComm and PCAnywhere in order to resolve customer issues.

AMERICAN MEDICAL ASSOCIATION, Chicago, Illinois

2001 - 2007

Director of Telecommunications

Responsible for all aspects of Voice and Wireless Services including features and functionality for 1,100 employees at headquarters location. Selected and implemented new voicemail, call center and call accounting technologies. Managed, trained and coached a team of six telecommunication analysts and operators.

- 1 Designed and implemented new enterprise PBX system.
- 2 Managed budget of over \$500,000 while achieving 18% savings annually.
- 3 Ordered and coordinated voice and data services from local and national exchange carriers including LEC, ILEC, CLEC, AT&T, ISDN and PRI circuits.
- 4 Directed Executive Wireless Program involving over 300 Phones, Blackberry Devices and Wireless Air Cards and negotiated savings of \$70,000 annually.
- 5 Analyzed cellular telephone bills to identify incorrect billing and services
- 6 Directed implementation of Video Conference Equipment.
- 7 Administered ROLM automatic call distribution and negotiated ISDN services.
- 8 Compiled information on Federal Excise Tax for IRS resulting in refund of \$40,000.
- 9 Maintained database of cellular users, equipment and services.
- 10 Redesigned and produced new Intranet and printed in-house Staff Telephone Directory.
- 11 Participated in IT Outsourcing evaluation project.

AMERICAN BAR ASSOCIATION, Chicago, Illinois

1986 - 2001

Telecommunications Supervisor (2000 - 2001)

Responsible for all aspects of telecommunications for over 1,000 employees. Performed statistical call analysis, scheduling and forecasting for Call Center with 50 seats. Managed staff of four.

- 1 Administered CPE solutions and call processing systems.
- 2 Assisted users with troubleshooting service and equipment problems.

Telecommunications Coordinator (1986 - 2000)

- 1 Implemented and trained all users on new enterprise PBX and voicemail system.
- 2 Prepared Chargeback Reports on staff telephone usage.

EDUCATION

B.B.A., Marketing/Business Administration, University of Dubuque, Dubuque, Iowa