

Meghan Ann Sloan

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Professional Experience

Chemtura Corporation April 2003 - July 2009

Senior Technical Engineer: Voice Telecommunications, Middlebury, CT

- Managed all telecommunications billing with a telecom expense management system (TEM/Tangoe CMP). Confirmed that the company is being billed at agreed upon rates, identified and acted upon savings opportunities. Disputed billing errors with carriers.
- Responsible for daily troubleshooting of Avaya and Cisco phone systems. Moves, adds and changes, call routing, wiring and call center issues. Locations included Connecticut, Indiana, Shanghai, U.K., Belgium and Germany.
- Documented and updated voice network configuration, call center routing, and emergency/outage plans. This included visio diagrams with location specific data, inventory reports and requirements plans for call centers.
- Coordinated corporate videoconferencing, cellular, conferencing and calling card programs. Worked with employees and telecommunications carriers to confirm that telecommunications needs are being met by corporate services and agreements. Investigated low-cost communications solutions.
- Coordinated installation and disconnect orders for voice circuits. Worked with carriers to resolve voice network outages. Made routing changes in-house or through carriers during long-term outages.
- Designed call center environments to effectively represent Chemtura Corporation to its customers, employees and business partners. This included Cisco IPCC Express and Avaya vectoring solutions. Extensive experience with reporting software such as BCMS (Avaya), Cisco Agent Desktop, Supervisor, Administrator and Historical Reporting. Proficient in Cisco CRS editor for scripting and effective call routing.

The Art Institute of Dallas February 2002 – April 2003

Print Services Manager, Dallas, TX

- Managed printing and copying technology services. Supervised six student workers and one technician.
- Consistently met budget and profit expectations while making sure that students had access to an affordable, dependable on-site service.
- Insured that appropriate supplies and equipment were ordered, especially at peak times around student deadlines.

Trader Publishing October 2000 – December 2001

Graphic Designer, Carrollton, TX

- Design and production of four monthly magazines.

The Litchfield County Times May 1999 – September 2000

Print Production, New Milford, CT

- Designed a variety of newspaper and magazine advertisements. Average of two deadlines per week.

The Marist College FDR Project January 1999 – May 1999

Photo Restoration, Poughkeepsie, NY

- Scanned and digitally restored images of President Franklin Delano Roosevelt.

Education & Honors

- Southern Connecticut State University, Masters of Science in Urban Studies, projected graduation date is May 2010.
 - Marist College, Poughkeepsie, NY, Bachelor of Arts, May 1999. Magna Cum Laude.
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Computer Experience

- Phone Systems: Avaya Definity, Intuity, Audix and BCMS. Cisco Call Manager, Unity, Unity Express, IPCC Express, CRS Editor, Cisco Desktop Agent and Cisco Desktop Supervisor.
 - Tangoe CMP and Command systems for telecom expense management.
 - Office/Administrative Programs: MS Excel, Access, Word, PowerPoint, Outlook and Visio. Gaining an appreciation for Open Office suite.
 - Other: Adobe PhotoShop, Illustrator, MS Publisher, Quark Xpress and Concur (expense reporting).
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Volunteer History & Other Interests

- Member of the Chemtura/Middlebury Office Safety Team (2004-July 2009).
- Advocate with “Keep the Power On” through the Medical Legal Partner Project of the Center for Children's Advocacy (2009).
- ESL volunteer with Literacy Volunteers of Greater Waterbury (2003-2004) & Vickery Meadows Learning Center (2002-2003, Dallas).
- Gardening, yoga and mystery novels.