

AUDRIC ROUGES

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Summary

Student at the IUT of Beziers in Networks and Telecommunications.

Skills

- Analytical and problem-solving skills to identify customer needs, clarify, analyze, and investigate potential roadblocks, and develop solutions.
- Knowledge of telecommunications and contact center providers, services, and products.
- Strong knowledge of voice and contact center management principles and concepts, including workforce management.
- Experience in voice, video, VMWare, and contact center system administration and management, including Cisco and Interactive Voice Response systems.
- Ability to configure moves, adds, and changes (MACD) for voice, video, and contact center environments.
- Experience in incident management and support, including root cause analysis.
- Experience working with customers and vendors to assess telecommunications, voice, video, VMWare, and contact center needs and resolve issues through to resolution.
- Operational and technical expertise to support customers with the aforementioned systems and applications.
- Management of the critical path process to ensure all critical dates for the implementation of services related to the aforementioned applications are met, thereby ensuring customer satisfaction.
- Working with on-site and remote staff as applicable and with other team members for the delivery of voice and contact center services.
- Strong PC administration, networking, operating system, and server administration skills (Windows, Linux, VMware, networking).
- Experience with Cisco Voice, Video, Contact Center, QM, VMWare technologies and holding multiple vendor certifications.
- Good command of the English language.

Experience

Network Engineer | SNS Security - Béziers, France | 09/2022 - Current

- System administration and management of voice, video, VMWare, and contact center environments, including Cisco and Interactive Voice Response systems.
- Configuring moves, add & changes (MACD) for voice, video, and contact center environments.
- Management and support of incidents, including assisting with resolution and root cause analysis....
- Interfacing with clients and vendors to assess telecommunications, voice, video, VMWare, and contact center requirements and troubleshoot problems to resolution.
- Providing operational and technical expertise and support to clients as it relates to voice, video, VMWare, and contact center systems and applications.
- Managing the critical path process to ensure all critical dates for implementation of services as it relates to voice, video, VMWare, and contact center applications are met to ensure client...
- Collaborating with onsite remote staff and other team members in the delivery of voice and contact center services.
- Being part of an on-call rotation for support.
- Strong knowledge of voice and contact center and workforce management principles and concepts.
- Strong PC, networking, operating system, and server administration skills (Windows, Linux, VMware, Networking).
- Experience with Cisco Voice, Video, Contact Center, QM, VMWare technologies, and holds a number of vendor certifications.
- Analytical and problem-solving skills are required to clarify, analyze and investigate client needs, to identify potential roadblocks, and develop solutions.
- Adequate knowledge of the English language.

Education and Training

R&T | Béziers

High School Diploma