

Systems Support Analyst Systems Support Analyst Van Voorhis, PA Telecommunications Systems Support Analyst with over 20 years experience providing support in contact center environments. Work Experience Systems Support Analyst Bank Of America - Pittsburgh, PA November 2010 to May 2019 AREAS OF EFFECTIVENESS Work Force Management Systems eWFM Aspect System Management Suite SQL querying of ACD and dialer call records via Toad and MS SQL Server 2008 Project Management Change Management Carrier traffic rerouting with AT&T Direct and Verizon Aspect System Integration/Upgrades Aspect Unified 7.2, 7.3 Dialer Unified Command and Control Real-Time Business Admin Tool (UCC BAT) Unified Command and Control Real-Time Reporting (UCC RTR) Aspect Unified Agent Desktop (UAD) Aspect Uniphix Connect Unified IP Advanced List Management (ALM) Enterprise Contact Server - ECS Aspect ACD Call Routing With CCT/CTI/IVR Avaya Call Management NICE call recording Aspect Quality Management call recording (AQM) Documentation Testing and troubleshooting system changes Disaster Recovery Planning RESPONSIBILITIES Assist agents with desktop client issues. Updating management on incident and change tickets. Identify circuit outages and work with vendors, carriers to remediate promptly. Work with hardware and software vendors to remediate system issues quickly. Work with business units on dialer campaigns. Running database queries to investigate call routing concerns. Creating reports. Responsible for daily requests for adds, changes, deletes, call routing, recording (audio and screen activity), circuits, messaging, reporting, analysis, migrations, and upgrades. Call control table design and maintenance. Review of customer calls and processing of call recording retrieval requests. Manage server connectivity and disk space issues to remediation. Daily review of system logs and responding to system alerts promptly to guarantee system stability. Monitoring of real time systems for trunk and agent activity. Creation and review of postmortems with management on production impacting events. Incident root cause analysis. Provide after hours on call support as needed. Systems Administrator Sherwin Williams Company Headquarters - Cleveland, OH 1984 to 2008 Bank Of America RESPONSIBILITIES Assist agents with desktop client issues. Updating management on incident and change tickets.

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