

Angelo Fazari

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A results driven Customer Support and Service Professional with over 23 years of solid experience

Summary of Qualifications

- ✓ Customer service professional
 - ✓ Proven ability to build strong customer relationships
 - ✓ Team Collaborative Award winning recipient
 - ✓ Self-motivated individual
 - ✓ Deadline oriented with a great sense of urgency
 - ✓ Extremely dedicated with 23 years of loyal service
 - ✓ Passionate and positive attitude
 - ✓ Remained dedicated throughout all four company acquisitions
 - ✓ Ability to handle both technical and non-technical customer requests
 - ✓ Worked both as a remote worker (flex employee) and in the office
 - ✓ Supported globally all time zones around the world
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Professional Experience

Oracle Corporation
Principle Support Analyst, Cloud Central Support
Feb 2012 to July 2020

- Interacting with clients, integrators/partners as well as internal Engineering, Development, Operations and DevOps teams.
- Worked both as a Principle Support Analyst and actively performing the role as an Account Manager
- Effectively working as a Principle Support Analyst in the Cloud Central team for Oracle Cloud Software as a Service (SaaS), Platform as a Service (PaaS) and Infrastructure as a Service (IaaS)
- Rated one of the highest in Customer Satisfaction Surveys
- Received and successfully managed extremely high volumes of customer service requests and escalations
- Supported Oracle Transportation Management (OTM), Planning Budgeting Cloud Service (PBCS), Taleo and Responsys in the Cloud
- Supported Oracle Cloud Hosting Fusion products Enterprise Resource Planning (ERP), Supply Chain Management (SCM), Human Capital Management (HCM), Customer Relationship Management (CRM) / Oracle Sales Cloud (OSC)
- Supported Identity Cloud Service, (IDCS), Oracle Cloud Infrastructure (OCI), and Oracle Cloud Computing
- Cloud Services included Service-oriented architecture (SOA), Microservices, Virtual Machines (VM), Kubernetes, Docker and others

- Tested the first Cloud Portal for Customer Cloud Service Requests on My Oracle Support (MOS)
- Supported Cloud Portal, My Account and My Services
- Worked in all areas of Cloud, Single Sign On e.g. Azure (Federated Identity Provider/Service Provider), Login Authentication/Authorization, Whitelisting/Blacklisting, VPN, Fast Connect, Break Glass, Refreshing Cloud Environments, Migration, High Availability, Disaster Recovery, Cloud Service Activation/Termination, (HTTP/HTTPS/REST/FTP/SFTP) Port Openings and more
- Using Software tools to support our customers and our internal resources, some examples (Zoom, Webex, Slack, Jira, Pidgin, BugDB, Cloud Customer Connect, Confluence Pages and Microsoft Office Applications) and others to list a few
- Running/Analyzing software tracing tools (Fiddler, HAR files , SAML (Security Assertion Markup Language) Tracer, SAML Decoder) and others some using XML-JSON
- Trained the Oracle Center of Excellence (COE) team and Customer Success Managers (CSM) on first Federated Single Sign On process implementation for Fusion Cloud.

***Winner of the Applications Support Annual Service Award for Cloud Central Support Team
Best Collaborative Effort FY14**

**Senior Support Analyst, Communications Global Business Unit
Feb 2007 to Feb 2012**

- Senior Support Analyst and actively performed the role of an Account Manager (when required)
- Worked with Operation Support Systems (OSS) products in Communications Global Business Unit (CGBU), interacting with clients, integrators/partners as well as internal engineering teams within OSS
- Worked on world-wide Service Requests for ASAP (Automated Service Activation Platform) and development defects/bugs
- Performed after-hour duties for severity 1 customer requests
- Built ASAP support environments
- Installing, Patching, Upgrading, Migrations, Customizations of environments and other tasks
- Successfully created knowledge management articles and actively promoted the support communities
- Assisted Product Management, Engineering and Documentation teams on the Next Generation Activation Product
- Used Oracle WebLogic Server and components, Java, XML, Web Services and Oracle Database products which were bundled within ASAP on the Unix platform e.g. Sun Solaris /HP-UX/IBM
- Provided an abundance of feedback internally which minimized the creation of customer service requests
- ASAP integration with various Telecommunication Network Elements and Switches across the globe
- Tested and provided feedback on the Oracle support tools and Orion MOS (Customer Service Request Ticketing System)

**Metasolv Software
Senior Support and Quality Assurance Analyst
Feb 2002 to Feb 2007**

- Worked as a Senior Support Analyst and Quality Assurance Tester for Telecom OSS Products and Solutions

- Worked on world-wide Service Requests for ASAP (Automated Service Activation Platform) and with development defects/bugs
- Performed after-hour duties for severity 1 customer requests
- Built ASAP support environments
- Installing, Patching, Upgrading, Migrations, Customizations of environments and other tasks
- Successfully created knowledge management articles and actively promoted the support community
- Assisted Product Management, Development and Documentation teams on the Next Generation Activation Product
- Used BEA WebLogic Server and components, Java, XML, Web Services and Oracle Database products which were bundled within ASAP on the Unix platform e.g. Sun Solaris /HP-UX/IBM
- ASAP integration with various Network Elements and Switches across the globe
- Activation of Telephony, Voice, Wireless, Satellite services
- Provided feedback internally that minimized the creation of customer service requests
- Tested and provided feedback on the support tools
- Tested the ASAP GUI (Graphical User Interfaces) and Design Studio on Windows and Unix

***Received a Customer Commendation referring to me as the 'Company Ambassador' when travelling out of country to assist in the installation of a OSS solution**

Nortel Networks

Solutions Analyst, Senior Support Analyst and Senior Quality Assurance Analyst

July 2000 to Feb 2002

- Supported customers and actively performed the role as an Account Manager
- Performed the roles of a Consultant and Support Analyst
- Supported ASAP (Automated Service Activation Platform), ASAP Solution/Custom Cartridges and Studio customers
- Successfully worked on CRs (customer requests)
- Travelled abroad to numerous customer sites installing ASAP product and understanding customer solution implementation (i.e. 3G Wireless)
- Trained support staff both locally and remotely
- Received outstanding customer feedback when travelling abroad which resulted in securing new ASAP contracts for Nortel Networks
- Worked with all levels of Management to secure a large company signing of OSS products for 3G Wireless. This also included providing demos of the integrated products; ASAP, OSM (Order Service Management) and Objectel (inventory product) using an integration piece known as OIS
- Tested ASAP and ASAP Solution Cartridges and provided requirements and feedback
- Installing, Patching, Upgrading, Migrations, Customizations of environments and other tasks
- Tested the first Design Studio deployment

Architel

Quality Assurance Analyst, Performance Tester

Mar 1997 to Jul 2000

- Tested the integration of OSS products for DSL and 3G Wireless Solutions
- Provided requirements using OSS products, ASAP, OSM, Objectel and OIS

- Assisted the Solution Engineering and Product Management teams in the development of a solution to demo the first 3G Wireless client in Europe
- Performed training sessions for the Training Department demoing the integration of the OSS products for DSL and 3G Wireless
- Worked with Engineering, Quality Assurance, Product Marketing and Product Management teams for solution implementations
- Developed test cases and ran automated tests RTC (Regression Test Controller) for ASAP
- Tested the ASAP functionality test cases with development to assure all functionality was working properly. Assuring there was no breakage by any new ASAP bug fixes and or enhancements
- Responsible for training the ASAP Quality Assurance Analysts
- Installing, Patching, Upgrading, Migrating, Customizations of environments and other tasks
- Ran performance tests on ASAP to measure the work orders per second as well as longevity tests
- Tested OSM functionality within the GUI and Administration Tool and recommended enhancements

Celestica (IBM) College Co-op Program

Hardware Failure Analyst, SMT (Surface Mount Technology) Technician

Jan 1994 to Feb 1997

- Worked in all areas of the facility
- Troubleshooting memory cards and motherboards
- Worked on the SMT line
- Successfully worked with Wave Soldering Technology and Press Machines
- Trained employees with the qualities of the above skills

***My innovative ideas on the SMT lines and Press Machines assisted in avoiding waste and encouraged reusability. My recommendations and ideas were acknowledged by Management by a way of award.**

Education

Humber College: Jan 2004 – Mar 2006

Property Management, Condominium Management and Association Certificate

Seneca College: Jan 1993 to May 1997

Computer Engineering, a four year course in all areas of Computer Information Technology

Celestica (IBM) College Co-op Program (Seneca College): Jan 1994 to Feb 1997

Graduated Seneca College with High Honours in Computer Engineering

Courses completed;

- Database
- Software Programming using multiple languages (i.e. C, Assembler etc...)
- Hardware Courses

Ontario Secondary School Diploma, Central Technical School: 1989-1993

Graduated with High Honours

National Electronics Service Association Co-op Program (Central Tech): Jan 1991 to Feb 1992

Passions and Hobbies

- **Passionate and Successful in Boxing (training and mentoring for 25 years)**
- **Team Sports: Hockey, Soccer, Football, Baseball and Basketball**
- **Enjoy home renovations**
- **Travelling and discovering new food**