John M. Wankel

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Firm Wide Telecommunications Manager – Legal Services Firm

Industry-savvy, disciplined, customer service oriented Telecommunications Professional and Project Manager with comprehensive voice and data experience. Committee member of medium-to-large new office build out and relocations. Telco services provider management (AT&T, Qwest, SBC, Verizon, Sprint, Local, LD and Toll Free services, Conference Bridging Vendors and Video Conference Services).

* Disciplined early starter
* 24X7 Operations
* System Admin - Adds/Move/Changes – User and Systems
* Office relocation
* Systems/Network upgrades/changes (Telco)
* Customer Service Focus
* Call Center ACD Design Implementation
* IVR design Call Center Customer Service Apps

Expertise Highlights

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| * Project Management   Local office management input/  Requirements summary  Manage Trades – Architecture, Furniture  Systems, Electrical, General Contractor   * Nortel X-11 Software Admin * Voice/Voicemail Systems Admin   Relocation, Telco Requirements   * Budget Forecasting   Office Relocations/upgrades  System relocation, upgrade  Horizontal/Vertical Cabling  Design and bid review  MPOE – local Telco bypass  Electrical/UPS/HVAC requirements  Computer Room, MDF/IDF, Racks | * Office build out/relocation team   member and contributor   * ACD/Call Center Design * RFP-RFQ requirements * Hardware Maintenance Contracts Telco Vendor Management * Telco Contracts – Local/LD Multi Year * Hardware Maintenance Contracts (Annual) * Project Contract review * Disaster Recovery Planning * Testing/Scripting/Documentation * Technical Writing (Manuals/System Specs) * Technical Training – End User |

Professional Experience

**Knowledge Universe – Portland, OR**

**February 2012 - present**

**Field Services Management – Telecom**

Current short term contract in Telecom. Responsible for day-to-day Telecom operations for the field offices (1800 sites) and corporate campus in Portland. Daily adds, move and changes and managing Telco outage, installs and changes with Local LEC vendors and LD carriers. Assist site with the installation of new sets, cabling, adjunct equipment and enhancements of existing system. Track work orders, Telco issues and hardware changes through Service Now ( Remedy) ticketing system.

**Pillsbury Winthrop Shaw Pittman LLP**

**October 2000 – October 2010**

**Telecommunications Manager – Firmwide**

Telecommunications and Project Manager for one of the nation’s Top 10 legal services firm, with offices in 12 cities nationwide and International offices in London, Tokyo, Shanghai and Sydney. Managed all telecom day-to-day operations and Help Desk Call Center response for 3000 users nationwide, including on-call and after-hours support. Supervised all Telco integration/absorption during 2 major corporate mergers (Winthrop Stimson and Shaw Pittman), including premises and network facilities in 12 metropolitan regions. Evaluated, proposed, negotiated, and installed enterprise telephony systems. Telecommunications Project Manager for office relocations and new office builds. Analyzed voice service and equipment contracts/leases vis-à-vis usage history and projections, renegotiating $600,000 worth of discounts. Network redesign and service type conversions (IP). Also oversee telecommuting requirements (IP Call Center Agents) and mobile devices and service contracts. User training.

Key Results:

* Telecom lead during two major Firm mergers. Modified Coordinated Dial Plan to include new/merged locations and staff. Merged/modified existing systems functionality and Telecom support organization. Managed migration of Telecom billing to existing contracts for Local and LD carriers and systems maintenance.
* Nortel X-11 software administration – Adds/Moves/Changes
* Meridian Mail/Octel Voicemail Admin
* Project Managed installation/training of a single Voicemail platform for all locations.
* Designed, project managed the installation of a new Call Center for the Pillsbury National Help Desk. Designed, tested and implemented ACD with Customer Controlled Routing and Voicemail integration for call routing and call prioritization.
* Telecom member of new office build and existing office relocation to new facilities. Moved all 11 offices during my tenure with the Firm.
* Managed the conversion from TDM Voice and Voicemail systems to VoIP. Implementation and training schedules. User/training guide development. Deployed 12 offices and 3600 telephone sets.
* Converted Primary FAX services for all offices to EasyLink FAX and rolled all existing numbers to RCF to EasyLink FAX email to FAX/Mail Center email accounts
* Developed afterhours call coverage for office main numbers to a centralized location via Auto Attendant
* Analyzed and reduced 800/Toll Free network $50K annually

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| Consulting Experience  May 1997 – October 2000 |  |

**3/00 – 10/00 - AserA**

**Telecom Manager**

Managed relocation to new facility. Responsible for all Telecomm requirements. Negotiated with vendor to replace Meridian voicemail system with Octel Aria 250. Managed Octel implementation and training for all users. Managed expansion project of Northern Telecom Option 11C from 3 to 5 cabinets. Responsible for day-today adds, moves & changes. Program and install telephones, voicemail and oversee Tech Support 24X7 ACD operations.

**11/99 – 3/00 E\*TRADE**

**Program Manager – BSG**

Working with BSG Marketing Group developed requirements for new product offering. Managed implementation of process design and technical requirements support for new product rollout. Managed both internal and external resources to develop customer support model and workflow. Ordered and designed 800 inbound call flow to Aspect Call Center, Web page content and links.

**7/99 – 11/99 Cupertino Electric**

**Telecomm Project Manager**

Managed relocation to new building. Reviewed current Telecomm system and developed RFP for new Telephone and Voicemail system. Reviewed responses from vendors and made recommendation to client. Managed software design and installation of new system. Inventoried Telco and Carrier facilities and ordered, managed installation of new facilities at new location. Provided onsite/remote programming of Nortel Option Series PBX and Voicemail systems. Updated and maintained Telco and PBX systems documentation.

**1/99 – 5/99 Providian Financial**

**Telecomm Project Manager – Call Center Operations/Installation**

Gathered system and networking requirements for new/existing Credit Card Customer Call Centers. Reviewed bids from hardware vendors. Ordered PBX/Voicemail equipment, MCI DS3 network services and local telco facilities for new call centers in Oakland, Ca and Arlington, TX. Identified IT room requirements such as Electrical, equipment footprint, overall room layout, backboards, equipment racks, UPS/Battery facilities and HVAC for PBX/Voicemail, VRUs, and Fiber MUX equipment from LBOC and others serving location. Managed vendors during design and installation within facility build out and occupancy schedule. Worked with local and other service providers on the design and installation of dual path fiber facilities for network redundancy.

**5/97 – 11/98 USCF Medical Center**

**Telecommunications**

Designed and installed changes to existing DMS 100 16000 line Centrex, Octel Voicemail and legacy Electronic Key

systems working behind Centrex services. Re-design and implementation of Call Center/IVR for Otolaryngology-Head Neck Surgery Department with UCSF Medicals services. Designed and implemented IVR, Call Center ACD

Agents and practice telephone system upgrade to Centrex EBS sets. Trained users and provided pre and post cut support. Implemented the re-design of Surgery Rooms in Moffet/Long Hospitals. Provided day to day support and changes to Doctor/Nursing telephone systems.

**EDUCATION:** Business Administration and Computer Sciences,

El Camino College, Torrance CA

**TRAINING:** Movious/GlenAir IP Voicemail Unified Messaging, MOC/PC Client, IMAP Set-up Outlook, Northern Telecomm X11 Software training, Network Planning, Data Communications, ROLM Software Programming, Traffic Engineering, Route Optimization and ACD, ISDN, ETN and T-1 Networks