

**ANGEL VAN DE FENIKS**

**Sacramento, CA**

**(831) 531-8387**

[angel.vandefeniks@gmail.com](mailto:angel.vandefeniks@gmail.com)

## **Summary of Qualifications**

HTML, CSS, Responsive Design, JavaScript, AJAX, Node.js, Full Stack Web Developer, Microsoft Office Suite, Windows 10, Visio, Project, Adobe Acrobat DC, MS SQL Server, MS SQL, SQL SSIS, SSRS, Windows Server 2008 R2, Windows Server 2012

## **Work History**

**Office of the Attorney General, AUSTIN, Texas**

**Systems Analyst VI**

Aug 01, 2016 - Oct 23, 2018

Oversees the development and implementation of system information reports utilizing MS SQL and SQL Server Reporting Services (SSRS) to provide IVR statistics to Call Center and executive management; develops section training plan requirements and ensures IVR staff is adequately trained to perform job functions; develops, implements and evaluates policies, processes and procedures related to IVR projects and budgets.

Oversees and performs direct operational support and administration of the OAG's Interactive Voice Response (IVR) and Outbound Notification (ONS) systems, including developing system functionality specifications, technical analysis and design for related IVR/ONS projects.

Oversees and provides vendor management of the IVR/ONS systems vendors; plans, develops, implements, and coordinates IVR/ONS system changes and upgrades; develops and maintains acceptable user service levels for the IVR/ONS telecommunications systems, in alignment with agency goals.

Analyses and provides Tier 2 troubleshooting and support to VoIP operations, support and call flows in a telephony network. Replacing server hardware and server rebuild.

Serves as Property Liaison for inbound and outbound inventory.

**Enacomm, Inc, TULSA, Oklahoma**

**IVR Developer**

Feb 03, 2014 - Apr 21, 2016

Assisted clients with development of IVR applications utilizing Edify IVR's Electronic Workforce Management development environment version 12.1, Assisted with changes and updates to existing IVR while assisting with creation of IVR application rebuild, Assisted in troubleshooting of IVR application errors, Created IVR statistic reports utilizing Microsoft's SQL Server Reporting Services, created automated database functions utilizing Microsoft's SQL Server Integration Services. Assisted with completion of monthly reports.

**Peak Performers/State of Texas Board of Nursing, AUSTIN, Texas**

**Programmer 1/Desktop Support Technician**

Oct 01, 2012 - Apr 30, 2014

Automation of manual processes utilizing C#, Automation of manual reports utilizing SSIS, Moving reports and process from clients legacy system into SSIS, moving reports from manual reporting into SSRS, SQL data extractions, Installation and configuration of Windows Server 2008, Installation and configuration of SQL Server 2005, SQL Server Integration Services and SQL Server Reporting Services, Database creation, Creation of stored procedures and user defined functions in SQL Server, Upgrade, deployment and maintenance of clients IVR solution from Artisoft Visual Voice Pro 5.0 to Pronexus' VB Voice 7.1, Set up and configuration of IVR server including Dialogic telephony card configuration.

**Apex Systems Inc./Convergys, AUSTIN, Texas**

**IVR Developer Contractor**

Jul 04, 2011 - Jan 11, 2012

Relocation of clients IVR applications from their Edify 9.5 environment to Convergys' hosted Edify 10.0 hosted environment. Creation of application specific database tables. Pre-production development and testing of applications. Pre-production server load testing. Application deployment. Post production performance monitoring. Application development of new client business.

**Haven For Hope, San Antonio, Texas**

**Desktop Support Technician, Help Desk Manager Vol.**

Sep 01, 2010 - Jun 30, 2011

Hands on desk side experience with Windows 7 installation, Validation of Windows 7 hardware compatibility, Deployment of computers, Windows networking installing routers and cables, Deployment of network printers, Adding computers to Active Directory, Troubleshooting and repair of computers, Basic printer maintenance, Creation of user accounts in Active Directory, Adding users and computers into Organizational Units, Performing password resets, Assisting users with computer questions and issues, Interfacing with various departments for the planning of computer deployments in a Windows Enterprise domain, Management of PC Lab employees, Scheduling of PC Lab employees.

**Odesus Inc./Medtronic, San Antonio, California**

**Desktop Support Contractor**

Jan 03, 2011 - Feb 25, 2011

Providing desktop support for Medtronic internal employees, Deployment of computers and Laptops in a Windows Enterprise domain, Windows networking installing routers and cables, Deployment of office phones, Printer installation, Software installation and configuration, Installation of wireless headsets, Coordinating headset repairs with vendors, Coordinating warranty computer and laptop repairs with field technicians, Responding to and resolving trouble ticket issues in a call center environment.

**Stream Global Services, TAMPA, Florida**

**Dell Technical Support Professional I**

Jan 04, 2010 - Mar 26, 2010

Responding to telephone inquiries concerning desktop and mobile workstations, Supported all dell computers for Federal customers, Resolved hardware and software issues, Recorded inquiries and dispatched repair and service requests, Resolved or directed requests to appropriate technical areas, Tracked statuses and followed up with customers via telephone and/or e-mail to ensure a complete resolution of all issues and to ensure customer satisfaction, Escalated issues to senior staff after exhausting known support possibilities.

**Expert Global Solutions/Protocol Global Solutions, Sarasota, Florida**

**IVR Developer**

Feb 07, 2005 - Oct 23, 2009

Development, deployment and support of IVR applications, Development, deployment and support of call center campaigns and applications, Creation of databases and tables based on data requirement specifications, statistics report creation for applications, testing and debugging of applications, coordinating with account managers regarding requirements, time lines and launches, Working closely with the Telecommunications Department for troubleshooting of Avaya and Aspect telephony switch issues.

**Expert Global Solutions/Protocol Global Solutions, Sarasota, Florida**

**Network Support Technician**

Oct 07, 2002 - Mar 26, 2004

Providing desktop support in a 400 seat call center and corporate environment, Assisting remote users with support issues, troubleshooting TCP/IP connection issues, Installation and support of software, installation of computers and printers.

**Expert Global Solutions/Protocol Global Solutions, Sarasota, Florida**

**Customer Support Representative**

June 2001 – September 2002

Responding to telephone inquiries concerning stock trades, the buying and selling of stocks and dividend pay outs for the Bank of New York.

**Visa USA, Foster City, California**

**Contract Web Designer**

Jul 03, 2000 - May 31, 2001

Updating Merchant Extranet with new look and feel. Maintenance of Merchant Extranet. Working with the marketing department to publish new content and create new sections utilizing HTML, VBScript and JavaScript. Debugging and completing Visual Basic applications