ROBERT PRUSINOWSKI

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QUALIFICATIONS:

- Over 15 years in technology engineering and leadership
- 20 years of engineering experience, 7 years software development experience
- 5 years leading global technical teams with a strong track record of delivery for cross-functional product delivery, including cloud hosting and managing products
- 4 years of experience building high performing APIs and writing specifications
- Expert proficiency in Python and JavaScript, intermediate proficiency in Java and PHP
- Extensive experience with integration, data handling technologies, and open source frameworks
- Strong communication skills and able to present complex technical information in a clear and concise manner to a variety of audiences
- Team-orientated, passionate about developing others' skills and capabilities with 12 years mentoring team members and industry peers
- Successful history in large enterprise technology ecosystems leading complex and cross-functional technology teams
- Deep understanding of agile development processes and methodology including continuous integration and delivery (CI/CD) with a mindset of building incrementally and delivering business value quickly (MVP model)

SKILLS AND CERTIFICATIONS:

Development:	Python, JavaScript, Flask, Java, PHP, React / Praxis
	Chef, OpenStack, Azure, Docker, Targets TAP system, Git SQL, Postgres, MySQL
Operating Systems:	IOS, CatOS, DOS, Win95, Win98, WinSvr03, WinSvr07, Vista, XP, NT Workstation, and Linux (Red Hat, Mandrake, Caldera, Debian); Solaris, Citrix
Networking:	TCP/IP, EIGRP, BGP, T-1, DS3, OC3, PPP, ATM, Frame, MPLS, DNS, QOS, GRE, IPSEC, PPoE, Spanning Tree, ISDN, VTP Domains, DHCP, NetBEUI, NetBios, NAT, SMTP, PROXY, APACHE, IMAP, POP3, PPP, FTP, SNMP, NFS, SAMBA.
Hardware:	Cisco (Switches, Wireless, Firewall) and all WAN and VPN technologies: Routers- 2600, 3600, 3745, 7200, 1800, 2800, 3800 Switches – 2950, 3560, 3750, 4500, 6500 – CatOS and IOS Wireless – 1130, 1230, 1240, 1250 VPN – Cisco routers, ASA, PIX, Cisco client, Nortel, Nortel client
Telephony:	Cisco Call Manager, Avaya systems: Partner, Legend, Magix, Definity g3(r), Aura Communications Manager, Aura SIP, Aura Experience portal, One-X family, and IP Office; Nortel PBX systems and data switches; Asterisk/Trix Box Tekelec T6000 and T7000 central office switches; Frame Relay, ATM, MPLS; Large line Muxing (DS3, OC3); Session Boarder Controllers; Trapeze wireless
Process:	Change Control, NOC workflow, Bulk script deployment, Capacity Planning, Agile Development, and Lifecycle Management
Certifications	Cisco CCNA Expired

PROFESSIONAL EXPERIENCE:

Target Corporation
Brooklyn Park, MN   June 2015 – Present
Lead Engineer Voice Contact Center
- Integrate and implement Avaya Experience Portal
- Implement Avaya Proactive Outreach Manager
- Write and maintain telephony standards and processes
- Continuously mentor, train, and provide work direction to more junior and peer team members
- Implement and maintain open CTI environment
- Tier 3 support to the telephony operations group
- Internal training and implementation of new technology
- Integrate NICE Call Recording with PBX
- Architect, setup, and develop applications for Avaya Breeze environment to replace AAEP
- Support NICE WFM with CMS integration
- Developed Target Outreach Manager using Avaya and Twilio
- Created a variety of micro services using OpenStack and containers for various tasks, such as OAuth integrations

Carlson Wagonlit Travel
Minnetonka, MN   March 2010 – June 2015
Technical Architect- Telephony Engineering
- Design and implement all aspects of call center and unified communication technologies totaling over 22k endpoints
- Integrate, implement, and develop applications for Avaya Experience Portal
- Saved over $4M annual costs through infrastructure rationalization, implementing private cloud technology, contract reviews and vendor negotiation
- Improved voice quality by 59% through driving multiple global projects to improve data network performance for VoIP traffic
- Saved $1.5M annual cost through network carrier rationalization through design and implementation of SIP carrier technology and TFN routing
- Technology lead for a global matrixed team of 10 engineers and analysts
- Write and maintain telephony standards and processes
- Review and approve third party telephony applications
- Tier 3 support to the telephony operations group
- Internal training and implementation of new technology
- Design, develop software for, and implement new CTI solution using both ANI or PIN apps
- Call performance monitoring with Prognosis
- Design, develop software for, and implement command history and CDR application tools
- Design and develop call routing application to allow business unit managers to update service hours and office event triggers
- Implemented Avaya/Sipera SBCs for VoIP mobility and VPN-less telephone connectivity

Carlson Wagonlit Travel (TEKsystems Contractor)
Plymouth, MN   October 2009- March 2010
Senior Network Analyst
- Configure Cisco LAN switches including 3750 and 3560 models
- Work with service providers to implement a VPN project moving data from current MPLS networks to the new VPN solution.
- Secondary project moving site to site VPNs in EMEA and ASIA PAC locations from a closing data center to a Minneapolis location.

Cargill (TEKsystems Contractor)

Wayzata, MN June 2008-May 29th, 2009

Network Operations Center Engineer

- Provide network world wide network support, escalate WAN and LAN issues, and monitor SLAs
- Monitor and troubleshoot outages on both local and wide area networks based on multiple line types and network protocols
- Access various Cisco routers, switches, and wireless access points to check configuration of circuits and LAN connections and to troubleshoot the problems. The routers include Cisco 1800, 2600, 2800, 3800, and 7200 series. The switches include Cisco Catalyst 6500, Cisco 3750, 3500, and 2900 series. The access points include Cisco Aironet 1140 and 1520 series.
- Send communications to business units notifying of maintenance and network outages
- Use Remedy ticket system to track vendor downtime through change control
- Worked with vendors to report outages on WAN circuits and work with vendors to fix the issue. The vendors include AT&T, Qwest, Verizon, Orange, China Telecom, Ghana Telecom, PDT (Philippines), Brasil Telecom, Embratel, COMSAT, Lintasarta (Indonesia) and some others
- Originate trouble tickets and communicate with vendors to resolve WAN network outages
- Use monitoring tools reporting to create traffic reports requested business units

Smart City Network

Las Vegas, NV 2007-June 2008

Network & VoIP Engineer Specializing in Security

- Manage and maintain remote and local networks for convention centers nationwide
- Reconfigure Cisco 6500's, 3750's and 3650's every three days to accommodate the move-in move-out of trade show networks
- Maintain WAN routers in the Cisco 2800, 3800, and 7200 series
- Implement port security to secure network from public users in the trade show environment
- Firewall specialist using Cisco, PIX and ASA with both site to site and user-based VPN tunnels
- IP and Identity management with InfoBlox appliance
- VoIP implementation and troubleshooting
- Worked to maintain WANs at site from multiple providers using EBGP
- Maintained LANs at site using EIGRP and IBGP
- Manage server virtualization projects using VMWare3I
- Provide hardware and software troubleshooting methodologies and end user support
- Provide technical lead and procedures for infrastructure intensive projects
- Lead medium projects (3-12 months) and small teams (1-5)
- Trained in Bluesocket Captive Gateway
- Experienced in new wireless technology Cisco wireless and Trapeze wireless

Business Technologies of Las Vegas

Las Vegas, NV 2006-2007

Owner

- Specialized in Exchange 2007 implementation for mid-sized companies
- Installed, upgraded and troubleshot VoIP systems and traditional systems
- Migrated SharePoint servers to new networks and programmed servers in advanced functions
- Liaison between customers and thirty party vendors (Telecom Agent)
- Contracted with third party vendors to install Cisco routers, switches and firewalls
- Security and LAN/WAN environment project design

Extreme Media Technologies (now ClearVoice)
Boise, ID 2004-2007
Founder and VP Information Technology
- Built a VoIP phone company on carrier grade platform for Hosted PBX using Cisco phones, routers and switches plus qualifying devices
- Hired and managed IT staff of 10-15: engineers, help desk technicians, cable techs, and installers
- Trained technicians and oversaw help desk
- Interfaced with business clients both initially pre-sale and post-sale to ensure QOS
- Troubleshot a multi-state/national WAN environment as well as the customer owned CPE and LAN environment

WERCS Communication
Casper, WY 2003-2004
Senior Engineer
- Converted a 350-person company to a Cisco VoIP platform for in-house communications
- Deployment of VoIP and VPN access saved company $100,000 per year in telecom and data line access
- Cisco Call Manager and PRI bank in the 6509 were expanded to allow for sale of phone services to other businesses.
- Provided network support and troubleshooting of multi-state and multi-vendor Cisco based network using ATM, Frame relay and VPN

Harley Davidson of Casper
Casper, WY 2002-2003
IT Manager
- Implemented and maintained Harley Davidson point of sale system at two locations
- Installed WAN and phone systems in two locations
- Consulted for new technologies and applications (Internet, Office, E-mail)

Worthington, Lenhart and Carpenter
Casper, WY
2002
Contract IT Manager
- Maintained network and phone system
- Implemented Windows Active Directory
- Installed Exchange Server

Allure Technologies
Casper, WY 1999-2002
Principal Partner
- Wireless ISP
- Telephone and data VAR for primarily Cisco and Lucent Technologies/Avaya
- Design, implementation and support for routers, PIX firewalls
- Managed phone systems from 5 to 2000+ users
- Telcom Agent for Qwest, AT&T and Global Crossing
- Purchased previous employer (Philips Communications) after 12 months of business

Philips Communications
Casper, WY   1997-1999
Senior Technician
- Designed, installed and maintained AT&T/Lucent/Avaya phone and data systems
- Contract firm to Lucent Technologies
- VAR for Avaya and sold, maintained all brands of phone and Cisco data equipment
- Traveled in multi-state area to Tier 3 field support when local vendor couldn't resolve the problem via contract with Lucent Technologies

PROFESSIONAL DEVELOPMENT:

- January – July 2022 Michigan State University Coding Bootcamp (in progress)
- April 2008   CCNA
- 2004 and 2006   Tekelec T6000 and T7000 Central Switch Training
- Minnesota Avaya Users group – Former President
- Speaker at International Avaya Users Group