

# Brett S. Walker

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## Summary

Web Developer with 15 years of versatile technology experience in software development, network architecture and cloud computing. Passionate about developing innovative and user-centric solutions while pursuing opportunities that use web tech and app platforms to make people's everyday life easier. Certified through Georgia Tech's boot camp program for expertise in application and software development across program platforms and languages such as HTML, CSS, JavaScript, jQuery, MERN, and GitHub. Broad exposure to multiple technology verticals along with a wide set of abilities and skills allows high performance within businesses at all levels of maturity.

## Experience

### **Wells Fargo**

**Atlanta, GA**

**Aug 2017 – March 2018**

#### **Application Systems Engineer**

Manage vendor relationship and drive deployment of interaction recording and analytics solutions for 50,000 call center agents

#### Project Work:

- Manage multiple lab systems for testing recording and analytics applications for on-time and in-budget delivery to business users
- Resolve issues related to system outages, product alarms and customer escalations by coordinating vendor and internal stakeholder activities in alignment with organizational priorities
- Upgrade servers to meet vendor and customer requirements for telephony and analytics solution installation

### **Nice Systems Inc.**

**Atlanta, GA**

**July 2007 – July 2017**

#### **Implementation Engineer (2007-2011); Professional Services Engineer**

Manage client relationships and drive cross functional project teams in deployment of interaction recording and analytics solutions to enhance customer experience of fortune 100 companies.

#### Project Work:

- Serve as conduit between international project teams and client technology teams to diagnose and resolve complex technology challenges
- Communicate new product features including cutting edge technology solutions, such as real time authentication to internal and external stakeholders across levels and countries
- Respond to system outages, product alarms and customer escalations
- Design and implement telephony and analytics solutions to enable successful deployment of innovative product to customer environment
- Identify knowledge gaps in young technology team members and lead training of junior resources and new hires

### **True Net Computer**

**Dallas, TX**

**2006 – 2007**

#### *Service Support Manager*

- Managed IT services for small business and private homes including internet installation, network support and system troubleshooting
- Served as interface between technology providers and customers resolving complex network and application issues

**3 G Communications****Los Angeles, CA****2005-2006***Converged Networks Engineer*

- Conducted network installation from cabling to activation & testing
- Developed and implemented consistent processes (SOPs) to ensure high quality customer experience and limited rework

**Motorola Life Sciences/Clinical Micro Sensors****Pasadena, CA****1998 - 2005***Lab Technician (1998-1999), Software Developer/Engineer (1999-2001) IT Manager/Systems Engineer (2001-2005)*

- Managed IT department providing complete range of solutions, including backups and offsite storage, security, server, network, and WAN/LAN installation, configuration and maintenance for Windows servers in six cities across three states
- Conducted customer service reviews and operations reporting to senior management
- Led team of desktop support technicians and network support staff and coordinated all team activities

**Education****California Institute of Technology****Pasadena, CA****1995–1999****Georgia Institute of Technology – Full Stack Web Dev****Atlanta, GA****Aug. 2018****Skills**

Certified Cisco Network Associate – February, 2006

Microsoft Certified Professional – Administration of Windows 2000 Professional

Knowledge of UNIX, Lotus Notes, HTML, C++ , MAC

15+ years experience LAN/WAN, Network, Wireless, PBX, VPN

VoIP Telephony Systems (ShoreTel &amp; Covad) – Global IT Organization

Microsoft Office

**Additional**

Language Skills: English (Native), German (Conversational), Spanish (Basic)