

Andrew Byrnes

707 South Dickinson Street, Madison, WI 53703 | (773) 885-3893 | byrnesaw@gmail.com

Professional Experience

DATTO INC, Norwalk, CT (Remote)

Unified Communications Engineer II (June 2021- Present)

- Designed, developed, and deployed a Five9 virtual contact center for a global workforce of 500+ technicians and representatives
- Translated the codebase of an on-premise Asterisk phone system to cloud-based ZoomPhone for 1,000+ Sales and Partner interfacing staff
- Presented updates directly to C-level executives and stakeholders at bi-weekly meetings for the duration of the telecom projects
- Implemented skill-based routing, customer look-up, and screen pop via a custom API integration between Five9 and Salesforce
- Automated Five9 user provisioning and access, leveraging scheduled Python scripts along with Okta SSO workflows and triggers
- Facilitated training and authored documentation for users of the new telecom systems and internal IT Support team
- Collaborated with BI resources to direct the design of Five9 ETL processes, sql database schema, and metric measurements
- Advised Business and Data Analysts as they developed operational and performance reporting and monitoring
- Achieved 100% up-time throughout the Five9 and ZoomPhone implementations and cutovers
- Earned the Andrew Stuart DattoByte Award for exemplifying Datto's Core Values, February 2022

NOCTUA SYSTEMS, Port Townsend, WA (Remote)

Solutions Architect, Contract (August 2020- June 2021)

- Gathered client requirements to build branded Telephony/IVR, Chat, CRM/Ticketing, LMS/Knowledge Base systems
- Designed and implemented ETL and reporting solutions for nine Shopify e-commerce store systems and Zendesk utilizing Domo
- Leveraged Python scripts to automate administrative business tasks
- Consulted on Customer Service Operations best practices and implemented recommendations

VENMO & BRAINTREE PAYMENTS (PayPal), Chicago, IL

Manager, Support Systems and Analytics (February 2017 - July 2020)

- Developed, maintained, and presented regular business reviews for the Executive Team and Senior Director level leadership
- Built an analytics team, developing and mentoring five junior analysts and two interns
- Provided analytical insights to measure OKR goals for Technical Support, Account Management, and Risk Management operations
- Transitioned reporting from manually refreshed Excel models to automated Looker dashboards
- Analyzed and presented root cause analysis of customer contacts and pain points to Product leadership
- Designed an IVR authentication process, integrating Zendesk and Five9 with Venmo's backend resulting in \$500K+ savings annually
- Collaborated with budget managers to improve the accuracy and granularity of headcount forecasting
- Performed A/B testing on contact forms, IVR phone trees, and CSAT surveys to promote contact deflection and self-service opportunities

Customer Support Systems Data Analyst (November 2015 - February 2017)

- Identified KPIs, defined metrics, and developed reporting systems for a Support organization that previously lacked data-based insights
- Managed the transitions of ticketing systems from Desk.com to Zendesk and telecom systems from Blink to Five9
- Collaborated with BI developers to influence the design of ETL processes for Zendesk and Five9 data to Amazon Redshift Warehouse

GROUPON INC, Chicago, IL

Senior Customer Support Data Analyst (March - November 2015)

- Presented weekly analysis of operational metrics across voice, email, chat, and self-service channels to senior management
- Partnered with Finance stakeholders to analyze cost per contact handled, contact per unit sold, refund rates, and conversion rates

Data Analyst (May 2013 - March 2015)

Workforce Management Associate (April 2012 - May 2013)

Education

ACTUALIZE CODING BOOTCAMP, Chicago, IL (July - November 2018)

- Designed and built dynamic web applications utilizing Ruby on Rails RESTful API endpoints, and Vue.js front-end frameworks
- Learned and practiced the fundamentals of object oriented programming, test driven development, and Agile methodology

SUSQUEHANNA UNIVERSITY, Selinsgrove, PA (2004 - 2008)

Bachelor of Arts; Economics Major, Philosophy Minor