**Objective**

Seeking to advance my career with a progressive company in which my project management, technical, customer service, sales and marketing experience will have an impact on the company’s growth and productivity resulting in a wide variety of career fulfillment opportunities.I specialize in project management and call center design and architecture. I have extensive experience in multi-site, multi-channel design and implementation. I have 18 years experience in call centers and consulting.

**Professional Experience**

Servion 5/2014 – Present

Senior Technical Project Manager

TechnicalProjectManagerspecializingin Cisco Contact Center implementations and migrations for domestic and global clients. I havemanaged global implementations for customers such as United Airlines,IBM, General Motors,Eaton Corporation, Chubb, and Cricket Wireless. I have used my experience inIVR and Speech Solutions, Voice User Interface (VUI) Design, and Call Flows to successfully complete the projects that I have been assigned.

eLoyalty 4/2011 – 5/2014

Principal Technical Project Manager

TechnicalProjectmanagerspecializinginimplementations and migrations of Unified ContactCenter Solutions. Managed comprehensive systems integration deployments to ensure service delivery infrastructure systems are integrated efficiently and effectively with corporate CRM, ERP, and financial and business systems, as well as custom or proprietary applications and environments. I handled the implementation, deployment, and upgrades of Cisco Unified Contact Center Enterprise (UCCE) and Cisco Unified Voice Portal (CVP). Led initiatives which included applications such as internet business and portals, Web, and eMail Routing integrated into contact centers. I have 12 years of experience with IVR and Speech Solutions, Voice User Interface (VUI) Design, Call Flow, and Grammar Design with a primary focus on IVR Platform Installation. I’ve worked as a Gold Partner with Cisco Systems on Voice over IP (VoIP) networks including properly configured gateways, routers, and application servers.

British Telecom / BT Global Services 9/2002 – 4/2010

Senior Global Service Relationship Manager-

Project managed the implementation and migration of customer’s global hardware and software networks. I was part of the pre- and post- sales team which dealt with provisioning and design of customer specific network solutions using various technologies such as MPLS, Cisco (software and hardware), Wireless, Frame Relay, Microwave, and VoIP. I have extensive experience with vendor management, customs, and managing 3rd parties agencies in the US, Latin America, Asia Pac, Canada, and Europe. I had control of the overall day to day client relationship which included managing the Quality Assurance and Customer Service aspects of the client relationship. Managed multiple complex large scale projects simultaneously within a given budget and timeframe. Led multiple mobility roll outs for mobile devices and wireless devices both internally and externally within our customer base. Successfully managed projects for a wide range of customers such as British Petroleum (BP), Reuters, Abbott Labs, Bristol Myers Squibb, Manpower, Amcor, Microsoft, MasterCard, and many others

WorldCom 12/2000 - 8/2002

Technical Service Manager-

Responsible for project managing implementations and migrations for customers globally and nationally. Led escalations for all data, voice and IP services. Duties performed: Overseeing Frame Relay, ATM, SONET, DS3 and various other service implementations from start to finish. Facilitated high level escalations internally and externally with various vendors and local exchange carriers. Project managing installs and disconnects between switch sites and local exchange carriers. Provide network performance and productivity reports for global and corporate accounts. Designed and implemented network solutions to provide optimum usage for customer’s data, voice, and IP services.

.

Sprint 3/1998 - 12/2000

Technical Applications Consultant-

Responsible for implementing, supporting, and troubleshooting all voice and data applications. Duties performed: National and major account TAC. Designed and implemented the Allstate and Discover Financial networks to align with the Sprint network. Worked with customers that employ SONET architecture. Primary customer contact from sale to project completion. Ongoing maintenance of customer networks. Troubleshooting customer network problems until resolution. Organize vendors as needed. Assisting in the network designs/applications of customer locations. Perform monthly service reviews.

.

Sales Account Manager-

Responsible for obtaining and developing new accounts in order to provide advantages to company and our customers. Duties performed: Research and locate potential Sprint customers. Meet with potential customers to evaluate their needs. Provide a variety of business solutions to help potential customers expand their business through effective telecommunications advantages. Primary customer contact from the sale to project completion. Provide service reviews w/customer as needed. Inputting of orders and making sure that accounts are cut over properly. Maintain knowledge of products and services in order to increase my productivity for my customers and Sprint.

USA Flex/MicroWarehouse 6/1993 - 5/1998

Senior Account Manager-

Responsible for managing a team of eight sales representatives and their accounts. Duties performed: Training members of my team on the latest IBM and MAC compatible hardware and software products. Ongoing maintenance of customer accounts. Organize vendor and customer meeting as needed. Assisting in the computer network design and application in order to keep accounts up and running. Perform monthly employee reviews.

Account Manager-

Sales of computer hardware and software to corporations and end-users. Duties performed: Providing bids and quotes to customers for their varying computer needs. Prospecting for new customers and maintaining existing customer accounts. Constantly upgrading computer networks in order to improve and maintain network efficiency. Performing presentations on compatible hardware and software products suitable for a customer’s specific needs.

**Education`**

Bradley University, Majored in Business Management, Peoria, Illinois

Kishwaukee College, Associates in Business Administration, Malta, Illinois, 1989

**Skills and Certifications**

**Certifications:** Project Management, ITIL Certified, ICS Solutions Accreditation

**Technical experience:** Cisco UCCE, CVP, CUCM, Unity & Unity Connection, ICM, Cisco Hardware, Calabrio, MPLS, Wireless, SONET, Microwave, ATM, Frame Relay, VoIP.

**Software experience:** Finesse, Microsoft Project, Microsoft Excel, Microsoft Word, PowerPoint, Visio, Cisco, Oracle, SAP, PeopleSoft, and HP.