Jeremy Fagan

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**SUMMARY:** Established reputation with more than 15 years as a trusted technical professional with expertise in delivering measurable business outcomes tied to a wide variety of technologies, most recently through the adoption and practice of business architecture in a pre-sales environment.

**QUALIFICATIONS:**

* Expertise with recommending and implementing technical solutions
* Highly effective in translating technical information into everyday language
* Broad sales and account planning skills
* Practice of business architecture linking IT to business for business solutions
* Accuracy and attention to details, thorough and well organized
* Strong documentation, presentation, and verbal skills
* Self-motivated and ability to work without supervision
* Willingness to learn and thrive on challenges and new opportunities for accomplishment

**EMPLOYMENT:**

**02/2012 – Present** **CISCO SYSTEMS, Rosemont, Illinois**

08/2014 – Present **Practice Architect**

Technical and business sales professional responsible for taking a business outcome approach with customers, both in line of business and information technology, to solve their most important imperatives through business architecture and technology solutions, with a specialization in workforce and customer experience solutions, by leading customers and sales account teams through a business architecture roadmap that maps imperatives to capabilities, business scenarios to use cases, and ultimately an architecture that yields a measurable outcome

**Highlights**

* **Commercial Insurance Company:** Simplified their collaboration technology footprint by 70%, created a predictable operating cost model, limited technology risk through phased approach to change, and improved pace and consistency of application deployments and upgrades through a private cloud model.
* **Property & Casualty Company:**Lead a proof of concept to explore the potential value virtual collaboration could have on claim supplement handling. POC results yielded a perspective that there were benefits in savings from $20M to $100M. In 67 physical inspections 119 hours of adjuster time were saved, which translates into $9M in time savings alone at scale.
* **Financial Services Technology Company:**Heavily engaged in a joint go-to-market strategy with a major fintech to enable their sales team to resell Cisco's unified communications and secure wireless solutions to banks and credit unions increasing this fintech's branch transformation relevance, market penetration, and sales revenue. Created and performed use case demonstrations at financial industry events for and with this fintech highlighting digital business capabilities (virtual expertise, mobile collaboration, and analytics) for their customers.
* **Cisco Innovator:**Awarded as a semifinalist in Cisco's annual Innovation Challenge in 2017 (30 out of 800 teams). Operated like a small start-up company using lean startup methodologies (creating a business model canvas, documenting assumptions, identifying leap of faith assumptions, testing through experimentation, building a minimum viable product, and producing investor material). Although I did not make it to the finals, Cisco is planning to manufacture and sell the product later in 2017.

02/2012 – 07/2014 **Technical Solutions Architect**

Technical sales professional responsible for providing architectural expertise to solve customer technical and business challenges, collaborating with account teams to develop winning and innovative solutions by leveraging a range of technologies, with a specialty focus on collaboration (voice, video, conferencing, instant messaging, and contact center)

* Supported over 40 enterprise accounts
* Orchestrated multi-disciplined teams in the design and implementation of solutions
* Created and presented customer briefing material to drive customer business strategy and engagement versus product strategy

**Highlights**

* Created technical architecture patterns and roadmaps inclusive of current state, transition state, and future state for over a dozen accounts
* Implemented a flexible, practical, and actionable architecture framework across sales account teams and engagements that ensured a comprehensive and inclusive solution design: the "SOFT" framework
  + Strategic: Provided the vision and goals of the organization and encompassed context for capability planning
  + Operational: Defined the mission, the use case scenarios, processes, workflows, and requirements on systems
  + Functional: Design of the functional system derived from the operational requirements
  + Technical: Defined the solution components and the implementation

**06/2011 – 02/2012** **AXA ASSISTANCE USA, Chicago, Illinois**

06/2011 – 02/2012 **Telecom Architect**

Responsible for the architecture and design of a region-based (North & South America) communications infrastructure

* Produced communication solution design and documentation
* Developed processes and procedures for support personnel in support of communication-related technologies
* Promoted and managed the evolution of communication and contact center technologies through roadmaps
* Conducted research and analysis in support of new products and services
* Made technical recommendations to regional CIO's and business stakeholders
* Mentored telecom managers and telecom engineers within the region

**12/2000 – 06/2011** **ALLSTATE INSURANCE COMPANY, Northbrook, Illinois**

02/2009 – 06/2011 **Voice Architect**

Responsible for providing architectural consulting expertise, direction, and assistance to technology leadership, business leadership, engineering/development teams, and other architects

* Conducted research on emerging technologies in support of business roadmaps, and recommended technologies that increased cost effectiveness and increased flexibility
* Supported vendor selection and analysis for vendor architecture compatibility
* Developed reference and application architectures consistent with project blueprints
* Drove architectural design requirements for initiatives while meeting requirements
* Developed solution concepts and supported development teams with project estimation
* Lead complex production support analysis and designing updates for issue resolution

03/2006 – 02/2009 **Voice Engineer**

Responsible for designing and planning voice applications and architecture while performing as the lead design engineer for the migration of Cisco ICM to Avaya Interaction Center and Best Services Routing over an IP network

* Mastery knowledge of all voice systems and associated call data
* Defined standard operating configurations for the enterprise dial plan, SQL databases and table structures, call routing scripting, and system integrations

**Highlights**

* Identification of Allstate policy holders dialing 800-Allstate and give them the choice of speaking with a contact center or their assigned Allstate Agent (over 12,000 office locations)
* Established a way for contact center users to perform conference calls without placing callers on hold, eliminating the music treatment provided during conventional a conference call, enabling sales agents and claims processors to play required legal messages to callers
* Identification of callers that wish to take a survey immediately following their call with a contact center agent, and the routing of those callers to a survey application without contact center agent manually transferring the call (“stay on the line” technology)
* Collection and summarization of multiple data sources for voice call data, enabling a single destination and source for report generation as it relates to call transactions at both pre and post routing levels across multiple voice platforms and contact centers

03/2004 – 03/2006 **ICM Engineer** *(\*Recipient of Allstate Chairman’s Quality Award – 2006)*

Responsible for programming the Cisco Intelligent Call Manager in addition to all plan, design, implement, operate, and optimize activities associated to the Cisco platform

* Defined clear and concise client business objectives and scopes of work
* Worked with internal customers to identify business rules and reporting requirements
* Implemented call flows that dictate the delivery of calls within a contact center while supporting reporting requirements

**Highlights**

* Instrumental in developing an application to support the Marketing Call Triage program. As a result of this application Allstate has been able to identify and remove 12.4% of the total sales call volume deemed as non-sales opportunities, allowing call center sales agents the ability to handle as many real sales opportunities as possible.  Call center sales agents improved their bind to call ratios from 6.7%, on these marketing campaigns, to 17.6%. The framework of this application dynamically scaled to thousands of campaigns, allowing the business to enable toll free numbers quickly.
* Created a call transfer application and report designed to track and display which types of calls are transferred and where are they transferred to among various contact centers. This application and report were used in a Six Sigma project to reduce transfer rates.
* Invented call routing logic within Verizon network to distinguish valid CPN versus CN for all major toll free traffic. The intelligent call routing logic (known as DB4) filtered out “spoofed” ANI’s on toll free number traffic from providers like Vonage. Approximately 3.5% of Allstate’s main toll free number traffic was from “spoofed” ANI’s, resulting in a considerable amount of misrouted calls and higher caller transfer rates. This solution decreased the “spoofed” ANI percentage from 3.5% to 0.5%.

03/2002 – 03/2004 **PBX Engineer**

Responsible for programming the corporate Avaya communication and contact center systems

* Designed, built, maintained call center solutions multiple call centers (20 to 500+ seats)
* Worked with multiple business units to understand functionality requirements
* Worked with peer engineers responsible for other contact center related technology platforms solutions (IVR, CTI, WFM, AQM, etc.)
* Created documentation of system configurations
* Provided technical leadership and knowledge transfer to first and second level teams

12/2000 – 03/2002 **Network Specialist/PBX Subject Matter Expert**

Operated as a second level technical support engineer for all voice and contact center systems

* Responded to trouble tickets and off-hours pager
* Resolved trouble tickets according to service levels
* Coordinated and performed installation of hardware and software upgrades for call center technologies

**1998 – 12/2000** **AMERICAN MARKETING SYSTEMS, Burr Ridge, Illinois**

1998 – 12/2000 **Telecommunications Specialist**

Responsible for the day-to-day operations of the PBX, voice mail, and contact center software applications

* Provided company-wide training of telephone and call center features
* Administered users and logins
* Maintained telephony equipment and devices

**EDUCATION:**

Robert Morris College, Naperville, Illinois – A.S. Computer Network Systems, October 2000. Graduated with honors. GPA: 3.5 overall; 3.8 in major; Deans List 12/1999 - 10/2000