

Sr. Project Manager

Technical Expertise

Software

Genesys PureConnect
Genesys Cloud
Microsoft Project
Microsoft Office
Visio

Other Areas of Expertise

Process Improvement
Team Leadership
IVR Consulting
IVR Design

Certifications

Project Management Professional – PMP
Genesys Cloud Core Professional

Industry Expertise

Contact Center, Financial, Healthcare,
Retail, Insurance, SDLC, B2B

Education

University of Wisconsin – Platteville
Master of Science – MSPM
Project Management

Buena Vista College
Bachelor of Arts
Social Sciences

Work Experience

Project manager with more than 20 years of experience and extensive training and education in project management. The bulk of this project manager’s experience has been gained in software development lifecycle, client-facing, contact center projects. Is particularly skilled at serving as an effective liaison between the technical and non-technical members of a project team. Excels at analyzing complex situations and driving project processes to ensure successful outcomes with a proactive approach. Thinks strategically, plans clear and achievable goals and objectives, and delivers value-added results on time and within budget. Also strives to avoid project surprises and has well developed ethical, forthright communication skills. This project manager has deep skills around interactive voice response application design and analysis which includes speech, touch-tone, inbound, outbound, premise and hosted systems.

Recent Employment History

Avtex	October 2013 – Present
Sr. Project Manager	
Contact Solutions	April 2008 – May 2013
Sr. Project Manager	

Recent Project Portfolio Highlights

Self-Improvement / Genesys Cloud - \$122K

Description of project

- *Genesys Cloud implementation for a major weight loss company*
- *Extremely tight timeline – finished on time and in budget*
- *Desktop, web & mobile client*
- *Callbacks*
- *Agent Scripts for inbound & outbound*
- *Voice recording & quality evaluation*
- *Screen recording*
- *IVR – inbound & outbound*
- *Integration to TeleOpti Workforce Management*
- *SSO Integration*
- *Power BI Dashboards and Reports*

Replace Cisco with Genesys Cloud project for a large credit union - 30K

Managed implementation of a Genesys Cloud-based solution. Project included ACD voice, callback and email.

Genesys Cloud Implementation for a large credit union - 30K

Managed the implementation and deployment of a Genesys Cloud solution. Project included Multiple locations, SMS, Webchat and Pure Insights Dashboard solution.

Genesys Cloud Implementation for a large National Daycare Company - 111K

Managed the implementation and deployment of a three phased Genesys Cloud solution. Project included ACD chat and SMS routing, unique call flows, and work force management (WFM) consulting and implementation.

Avtex Staff Profile

Application Consultant

Technical Expertise

Software

- Genesys Cloud
- Microsoft Office/Project/Visio

Other Areas of Expertise

- Designing and Configuring Genesys Cloud systems
- User, Administrator and Supervisor Training
- Quality Assurance and User Acceptance Testing
- Onsite and Remote Support
- Project Management

Certifications

- ICCE – Interaction Center Certified Engineer 3.0, 4.0
- Genesys Enterprise Interaction Call Center Software Programming
- Genesys Customer Interaction Call Center Software Programming
- Genesys Interaction Administrator Certification
- Microsoft Project Introduction Certification

Industry Expertise

- Credit Unions
- Insurance
- Contact Centers/Customer Service
- Unified Communications Consulting Services

Education

Illinois State University
B.A. Education focus in Social Studies

Work Experience

Application Consultant with more than ten (10) years in the customer service and experience space. Has successfully been involved in scoping and designing complex systems involving IVR redesigns, onsite business and process assessments, changes and recommendations for improving customer experience, as well as troubleshooting existing technical issues.

Since joining Avtex, has participated in and led many of Avtex's very successful implementation and upgrade projects. Has implemented Genesys Cloud solutions for clients in various industries, concentrated mostly in the financial services arena.

Avtex Application Consultants are responsible for working with clients to design their new Genesys Cloud solutions. This includes designing and documenting call flows, performing data collection and design recommendations.

Driven to design and implement the best solution for clients, has demonstrated his ability to get results, knows and understands the nuances of the Genesys Cloud solution, and appreciates and is mindful of the environments in which the software must work.

Recent Employment History

Avtex Solutions LLC

September 2009 – Current

Application Consultant

Previous Roles: Project Manager, Business Consulting Manager

Implementation Specialist

Technical Expertise

Software

Genesys Cloud, Skype For Business, Microsoft .NET Framework, Microsoft SQL Server, Microsoft Team Foundation, Server Microsoft Visual Studio, SSRS, GIT, Node.js

Hardware

AudioCodes Gateways, Ingate Cisco Gateways, Most industry standard PBXs for the past 30 years

Languages

VB.NET, C#, CSS, HTML, XML, JavaScript

Certifications

Genesys Cloud
Multiple legacy PBX systems
AudioCodes
Ingate
Microsoft Certified Solutions Developer, MCSD
Microsoft Certified Systems Engineer, MCSE

Industry Expertise

Telecommunications, Financial, Banking, Securities, Contact Center, Utility companies, Educational Institutions, Manufacturing, Financial, Public Utility

Education

Bachelor's degree in computer science, business, or related area

Work Experience

Avtex Implementation Specialists are the focal point for implementation and consulting to customize, configure and extend the Genesys Cloud platform. They participate in explanation of system capabilities to the client and/or internal staff, platform configuration, development, application flowcharting, tracking of projects, cutover support, application troubleshooting/triage and follow-up support as required.

Key Accountabilities

- Functions as an active member of the Genesys Cloud Consulting team in all phases of a project's lifecycle.
- Works with clients as needed to translate design requirements into application solutions, ensuring the requirements are met according to the team's and practice area's standards and best practices.
- Communicates with project coordinator/client to identify solution requirements.
- Ensures solutions meet the standards and requirements of both the client and project coordinator.
- Conducts tests of the solution for functionality, reliability and stabilization.
- Deploys/implements the solution to the client.
- Maintains and supports existing solutions by fixing problems, addressing issues and determining the need for enhancements.
- Demonstrates concern for meeting client needs in a manner that provides satisfaction and excellent results for the client, leading to additional opportunities within the client account.
- Performs all tasks within the budget and on time while meeting all necessary project requirements. Communicates regularly if budget and/or scope changes.
- Demonstrate professionalism in representing the Company to clients and partners.
- Core Genesys platform configuration & maintenance.

Implementation Specialist

Key Accountabilities (continued)

- Handle TAC escalations as directed by the team manager with little or no assistance.
- Follow-up on, and resolve outstanding issues in a timely manner.
- Update client to reflect changes in system configuration as needed.
- Understand system configuration/software to be able to identify problems and provide a remedy.

Recent Employment History

Avtex

Implementation Specialist

2003 – Present

Avtex Staff Profile

Training Consultant

Technical Expertise

Software

Genesys PureConnect
Genesys Cloud
Interaction Optimizer
Skype For Business
qStats
iSurvey
RoboReports

Other Areas of Expertise

Quality Assurance
Process Improvement
Team Leadership

Certifications

Credentialed ATD Master Trainer
Genesys Certified Associate (GCA) –
Genesys Cloud
Interaction Optimizer

Industry Expertise

Education, Contact Center, Healthcare,
Engineering, Manufacturing, Retail,
Professional Services, Insurance,
Software Development, Advertising,
Legal, Financial, Government, Public
Utility, Logistics/Distribution,
Marketing, Accounting, Credit Unions

Education

Bachelor of Arts

Work Experience

Training Consultant with more than 20 years of professional services experience in the technology sector, focusing on Education, Project Management, and Quality Assurance. Has successfully managed projects involving core telephony, carrier level infrastructure, wide area networks, Genesys PureConnect & Genesys Cloud contact center solutions, software development, unified messaging, O365, SharePoint, and UX.

As a Training Consultant, assesses each client's training needs and creates custom course curriculum. Delivers instructor-led courses both in person and online. Involves active participant exercises to ensure retention of the training material and is comfortable and confident instructing small or large groups consisting of users from all levels of a client's organization. Brings high energy, attention to detail and flexibility to each engagement.

Recent Employment History

Avtex	Jan 2007 – Present
Training Consultant, Project Manager, QA Roles	
Level 3	Feb 2002 – Nov 2006
<i>Previously known as Time Warner Telecom</i>	
Sr. Project Manager	
McLeod USA	Oct 2000 – Jan 2002
Project Manager	

Recent Project Portfolio Highlights

Genesys Cloud Deployments

Build training plans, training course agendas and taught Train-the-Trainer sessions for new contact center systems, including:

- Multi Media Routing
- Quality Management
- Historical Reports
- Supervisor Performance Dashboards
- System Administration

Genesys PureConnect Deployment for a Financial Company

Built training plan, training course agendas and taught Train-the-Trainer sessions for a new contact center system, including:

- Multi Media Routing
- Interaction Dialer
- Quality Management
- Historical Reports
- Supervisor Dashboards
- System Administration

Genesys PureConnect Deployment for a Health Care Services Company

Built training plan, training course agendas and taught Train-the-Trainer sessions for a new contact center system, including:

- Multi Media Routing
- Speech Analytics
- Quality Management
- Wallboard Displays
- Historical Reports
- Supervisor Dashboards
- Post Call Surveys
- System Administration