



For more information:
Ph: (913)-219-2997
info@dialinteractive.com

EDUCATION: B.S. Chemical Engineering, Purdue University, West Lafayette, IN, May 1996

SKILLS: ACD Programming (Aspect, Avaya, Nortel Symposium), AT&T Route-It, Certified Genesys CTI 5.1 Engineer, Certified Cisco ICM (GeoTel) / IPCC 4.6.2, IP IVR, and CallManager 3.2, Perl, PL/SQL, Visual Basic, Certified Vertical Networks' Instant Office, UNIX and Windows NT/2000.

EXPERIENCE:

7/01 to 8/02 *Application Consultant*

Assigned to Cisco Intelligent Contact Manager (ICM) and IP Contact Center (IPCC) projects. IPCC is a method of running contact centers based on Voice over IP (VoIP) technology. Projects involved Cisco Intelligent Contact Manager (ICM), Cisco Internet Protocol Interactive Voice Response (IP IVR), and Cisco CallManager.

Responsibilities include: Pre-sales; gathering requirements; designing detailed call flows, creating design documents; configuring Cisco ICM, IP IVR, CallManager, and various ACDs; and, technical support.

Accomplishments:

- Used strong foundation in traditional contact centers to learn IPCC quickly and independently.
- Began building customer applications almost immediately.
- Debugged existing customer issues during first week on job.

EXPERIENCE: eLoyalty, Lake Forest, IL

3/99 to 5/01 *Sr. Consultant*

Assigned to Cisco Intelligent Contact Manager (ICM) projects at 2 major life insurance companies and 1 major investment firm. Projects involved Interactive Voice Response (IVR) and Computer-Telephony Integration (CTI). IVR is a method of accessing host computers via telephone touch-tone entry or speech recognition. CTI is used along with IVR to bring caller information to a workstation.

Responsibilities include: Designing detailed call flows for AT&T, Avaya G3, InterVoice IVR, and Cisco ICM components; implementing the call flows by creating AT&T Route-It plans, Avaya G3 vectors, and configuring Cisco ICM; and, training the client.

Accomplishments:

- Designed and implemented complete Cisco ICM systems in short timeframe.
- Configured many of the system components independently.
- Established beneficial client relationships while working hands-on to complete knowledge transfer.

EXPERIENCE: ALLTEL, Aurora, OH

8/97 to 3/99 *Client/Server Programmer/Analyst II*

Assigned to IVR/CTI Support and Development group.

Responsibilities include: Development of Client/Server based IVR/CTI applications using Brite Voice Systems' Write1 (a 4-GL) and Dialogic's CT-Connect; support of these applications; and, Aspect ACD programming/support.

Accomplishments:

- Served as lead developer for IVRs in 4 call centers (288 ports).
- Worked on ACD/IVR/CTI project from start to finish.
- Moved on to lead IVR/CTI support and development.
- Learned the basics of call center operations quickly by working directly with the clients.
- Made suggestions for ACD/IVR/CTI enhancements, prepared specifications, and implemented the changes.

EXPERIENCE: Quotient Systems, Inc., Lansing, IL

8/96 to 7/97 *Software Engineer*

Assigned to Engineering and Technical Support for IVR applications. Customers included banks, universities, utilities and telephone companies.

Responsibilities include: Development of IVR applications with Brite Voice Systems' Write1 (a 4-GL), C, and shell scripts in UNIX platforms; telephone technical support and trouble-shooting; carrying a customer service pager for 24 x 7 support; interfacing with IBM mainframes and Oracle databases; testing; and, training new employees.

Accomplishments:

- Learned the 4-GL quickly and independently. Began coding production applications within two weeks. The process of completing applications and receiving payment began almost immediately.
- Exceeded employer's expectations by working independently with customers to deliver applications in a timely manner.
- Trained new engineers, allowing senior engineers to spend more time developing applications, rather than doing the training themselves.