



For more information:  
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## Converged Applications – Principal Consultant

14 years of software development and systems experience as well as extensive analysis and design. Responsible for software architecture and development to integrate call center technology with existing legacy applications.

Also responsible for the installation, configuration and integration of the Cisco Intelligent Contact Manager (ICM), Cisco Interaction Suite (CIS) including, Cisco Collaboration Server, Cisco Media Blender, and Cisco Email Manager into the customer's enterprise to create converged solutions.

## Summary of Qualifications

- 'Partner Certified' Cisco CIS / ICM Engineer
- Visual Basic Application Development
- Java Application/Servlet Development
- C/C++ Application Development
- Object Modeling
- NT/Win2k, UNIX
- Middleware Products and Messaging Architectures
- Oracle RDBMS / Versant OODBMS
- SQL Database Design & Implementation

## Key Accomplishments

- ICM Applications Engineer assigned to Cable & Wireless, Aegon DMS, Virgin Trains, Ameritrade, ez2get.com, Wildcard Systems.
- Design and developed open IVR applications for deployment in the financial and investment community.
- Develop CTI and interfaces utilizing a variety of toolkits.
- Co-Authored white paper on Interactive Call Center Technologies.
- Helped investigate partnership technical details and develop the potential partnership opportunities.

## Software Engineering

- Application Consulting for the Cisco Intelligent Contact Management (ICM) system, including business requirements and analysis
- Lead software engineer for ICM CTI, database lookup applications and custom engineering with the ICM product.
- Design & Deployment of the Cisco Interaction Suite.
- Extensive Design and redesign of ICM script logic, including database lookups and failover capabilities.
- Advanced reporting from ICM by writing custom SQL queries against the underlying ICM database.
- Advanced troubleshooting of ICM errors using the Cisco command line test tools.
- Primary Engineer responsible for day to day ICM scripting and configuration at large multi-site contact center. Also, handover training to customer support personnel to take better advantage of ICM, as well as of their IN (ATT Routelt) capabilities.

## Software Engineer

- Application Engineer providing consulting and sales support for a publish/subscribe middleware product.
- Communications router performing data and protocol conversions (C++).
- UNIX Yield management system (C++ / OODBMS).

## Education and Specialized Training

- University College Cork, Ireland Bachelor of Science (Computer Science) Graduated 1<sup>st</sup> in class
- Cisco Collaboration Server, Cisco Media Blender Cisco Email Manager, 2000 Cisco Advanced CIS
- OO Analysis, Modeling & Conceptual Design
- Java, C++
- Texas Instruments: Information Engineering (Rapid Application Development)
- Microsoft University: Visual Basic & Advanced Visual Basic.