

Chandler Stevens

727 Center Street ▪ Fargo, ND ▪ (888) 166-5454 ▪ Email: telecommun.net

TELECOMMUNICATIONS ENGINEER / PROGRAMMER / SYSTEM ANALYST

15 Years of Engineering Experience... Capable of Tackling the Most Challenging Networks, Streamlining Operations and Delivering Results.

Accustomed in supporting large multi-user networks... driving system design and architecture improvements to meet changing business needs. Strong experience in Contact Center Technology platforms. **Skilled in determining technical, operational, and financial viability** and producing client-focused solutions. Member of International Alliance of Avaya Users.

Areas of Proficiency

- Call Center Telecommunications... Designing complex Call Center Routing Configurations
- Avaya G3 / S8700, Avaya PBX, ACD Call Center Features... Vector Design Programming, Conversant (IVR) interface programming, speech recognition applications, and skills based routing call distribution

<u>Experience & Strengths In:</u>		
Information Technology	Project Management	Business Analysis
Strategic Planning	Improved Staff Productivity	Creating IT Infrastructures
Team Building / Staff Development	Call Center Design & Support	Voice Terminal Training
Seamless Deployment Strategies	Team Leadership & Motivation	Budgeting & Cost Analysis

I always give 110%. I take pride in providing solutions to my organization and focus on increasing productivity and reducing costs. In the scheme of things, I will positively add value on a daily basis." -- Chandler Stevens

Selected Accomplishments

- **Consistently achieved and surpassed inbound call service level goals** including Average Speed of Answer, Abandon %, Average Talk Time, and 1st Call Resolution.
- **Utilized ACD technology and designed effective call routing patterns which improved caller experience and increased customer satisfaction.**
- **Implemented customer service and quality standards**, dramatically increasing customer satisfaction. Customer survey results improved from 60% satisfaction to over 85%.

Professional Experience

AVNET TECHNOLOGY SOLUTIONS, Fargo, ND

January 1994 to Present

Senior Business Analyst

- **Supported all Avnet call center locations within the U.S. and Canada in automation of projects and operational changes that improved call handling and increased agent performance.**
- Assisted in review of major capital expenditures and developed/compiled comprehensive presentations and reports for evaluation of new technology for company growth initiatives.
- Diagnosed problems, assisted employees with phone issues, and worked on implementation and installation of new systems.

Senior Telecommunications Engineer, Corporate Offices, Phoenix, AZ, September 2001 to May 2006

- **Oversaw development, enhancement, and support of Avaya Contact Center Telecommunications Applications for all North America and Canada totaling 56 locations.**
- **Designed, implemented and supported nine call centers with annual revenue in excess of \$3 billion dollars.**
- Diagnosed telecommunication problems, assisted employees with phone issues, and worked on implementation and installation of new systems.

Education

Bachelor of Science Degree in Technology Solutions, University of North Dakota, Fargo, ND