

# Brendan Gates

I'm an experienced, results-driven telecom professional who puts the team first. I can also juggle.

## Skills & Qualifications

**Avaya**, 6 years (Aura Communication Manager, CMS, Voice Portal, IP Agent)  
**Juniper Networks**, 1 year (JUNOS & NetScreen, primarily VPN administration)  
**AT&T Route It!/Advanced Features**, 3 years  
**Web Development**, 5 years (Basic XHTML/CSS, JS, PHP, XML)  
**Vendor Relationship Management**, 3 years  
**Business Process Documentation**, 6 years  
**End User Support & Training**, 6 years

## Technical Work History

**Telecom Technology Specialist** at Enterprise Holdings, Inc. 01/2011 – Current  
Avaya M/A/C and AT&T Route It! Administration. Project and vendor relationship management. End user support & training. Ad hoc and monthly reporting. Process improvement evangelist.

**Web Applications Developer** at Enterprise Holdings Inc. 10/2009 – 01/2011  
Responsible for customization of web-based customer service platform. Lead administrator for AT&T Route It account, and technical contact for outsourcing partner.

**Site Manager** at Enterprise Holdings Inc. 03/2008 – 10/2009  
Responsible for facility management, end user support & training. Was primary liaison for workforce and staffing matters, and administrator for AT&T Route It! account. Played key role in opening Eugene facility, and establishing new At Home agent program at that site.

**Technical Support** at Enterprise Rent-A-Car 05/2005 – 03/2008  
Supported company At Home agent program through installations, user training, asset management, and post-install support. Also administered M/A/C on Avaya phone switch and was responsible for monthly call volume reporting to other departments.

## Non-Technical Work History

**Account Specialist** at Enterprise Rent-A-Car 06/2004 – 05/2005  
**Operational Coordinator** at Enterprise Rent-A-Car 11/2003 – 06/2004  
**Customer Service Representative** at Enterprise Rent-A-Car 09/2002 – 11/2003

## Education & Training

University of Missouri, B.S. Political Science, Class of 2002  
Saint Louis University High School, Class of 1998  
Professional training & certifications from Avaya, Juniper Networks, AT&T, and AcademyX.