

Brendan Gates

My experience with voice, contact center, and collaboration platforms spans two decades. I've modernized, migrated, or maintained systems from a half-dozen vendors. I adapt well to new platforms, and excel in cross-functional teams. The needs of my customers always come first.

Experience & Skills

Five9, 6 years (VCC Admin, Virtual Observer, SFDC/SNOW Adapters, IVA)

Cisco BroadWorks/Webex Calling, 6 years

Microsoft Teams, 4 years (Teams Phone, Call Queues, Auto Attendants, CQD)

Avaya, 10 years (Aura CM, Vectoring, ASM/SMGR, AAM/Audix, AAEP, IP Office)

Mitel, 8 years (MiVoice Connect, ShoreTel)

Vendor Relationship Management, 15 years

End User Support, Training, & Documentation, 20 years

Technical Work History

Senior Telecom Engineer at Panera Bread (STL, MO)

04/2015 – Current

Company voice technology SME. Responsible for design, implementation, and support of voice platforms for 1100 cafes, three corporate campuses, 19 manufacturing plants, and 150 contact center agents across three business units. Accountable for product roadmaps, annual budgets, vendor relationships and agreements. Provide design and MACD support for M365 collab platforms (Microsoft Teams, SharePoint, and Exchange Online).

Notable wins:

- Contact Center migration to Five9 from Avaya achieved faster agent hires, PCI compliance, and API driven IVR
- Cafe migration from IP Office to BroadWorks resulted in faster new cafe deployments and 60% less 3-yr TCO
- Teams Phone replacement of ShoreTel modernized user experience and reduced annual costs by 70%

Telecom Team Manager at Enterprise Mobility (STL, MO)

03/2013 – 04/2015

Player-coach for team of engineers supporting multi-site Avaya contact center platform with 3k domestic and international agents. Responsible for coaching, training, product roadmaps, and vendor relationships.

Telecom Technology Specialist at Enterprise Mobility (STL, MO)

01/2011 – 03/2013

Senior engineer for multi-site Avaya contact center platform & call recording system. Responsible for system design, implementation, and maintenance. Provided end user support & training. Process improvement evangelist.

Web Applications Developer at Enterprise Mobility (EUG, OR)

10/2009 – 01/2011

Administered RightNow CRM platform, managed toll-free call routing, and was technical liaison for BPO partners.

Site Manager at Enterprise Mobility (EUG, OR)

03/2008 – 10/2009

Responsible for facility management, end user desktop support, and new hire technical training. Managed toll-free call routing, and provided workforce management support. Relocated to open new contact center site.

Technical Support at Enterprise Mobility (STL, MO)

05/2005 – 03/2008

Responsible for at-home installations, asset management, and end user support & training for contact center remote worker program. Provided Avaya MACD and call analytics support.

Certifications

Five9 (Inbound), SIP School SSQA, Network+, Avaya ACA

Education

University of Missouri, B.S. Political Science

Saint Louis University High School

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