

Brendan Gates

I'm an experienced voice & collaboration professional who puts the team first. I also know how to juggle.

Skills & Qualifications

Avaya, 10+ years (Aura CM, Vectors, ASM/SMGR, AAM/Audix, AAEP, IP Office, Partner ACS)

Mitel, 8 years (MiVoice Connect, Legacy ShoreTel)

Five9, 3 years (VCC Admin, Virtual Observer, SFDC/SNOW Adapters, IVA)

Microsoft Teams, 1 year (Teams Phone, Call Queues, Auto Attendants, CQD)

Contact Center, 10+ years (ACD, Advanced Metrics, QA Systems)

Vendor Relationship Management, 10+ years

Business Process Documentation, 10+ years

End User Support & Training, 10+ years

Technical Work History

Senior Telecom Engineer at Panera Bread (STL, MO) 04/2015 – Current
Accountable for design, implementation, and support of company cafe, corporate, and contact center voice platforms. Enthusiastic but unofficial baked good product tester.

Telecom Team Manager at Enterprise Holdings, Inc. (STL, MO) 03/2013 – 04/2015
Split time between Management and Engineering role. Led a team of Coordinators, Analysts, and Engineers supporting the contact center voice platform. Responsible for coaching, training, and energy drink distribution.

Telecom Technology Specialist at Enterprise Holdings, Inc. (STL, MO) 01/2011 – 03/2013
Senior administrator for multi-site Avaya deployment. Responsible for system design, implementation, documentation, and maintenance. Accountable for project and vendor relationship management. Provided end user support & training. Process improvement evangelist.

Web Applications Developer at Enterprise Holdings Inc. (EUG, OR) 10/2009 – 01/2011
Responsible for customization of RightNow CRM platform. Lead administrator for AT&T toll free advanced features (Route It!) account, and technical liaison to BPO partners.

Site Manager at Enterprise Holdings Inc. (EUG, OR) 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 toll free advanced features (Route It!) account. Played a key role in opening new facility, and establishing new regional remote worker program.

Technical Support at Enterprise Rent-A-Car (STL, MO) 05/2005 – 03/2008
Supported company remote worker program through installations, user training, asset management, and day-2 support. Provided M/A/C support for Avaya phone system and was responsible for monthly and ad hoc call analytics.

Education

University of Missouri, B.S. Political Science
Saint Louis University High School