

Brendan Gates

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

Skills & Qualifications

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

Microsoft Teams, 3 years (Teams Phone, Call Queues, Auto Attendants, CQD)

Mitel, 8 years (MiVoice Connect, Legacy ShoreTel)

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

Vendor Relationship Management, 15+ years

End User Support, Training, & Documentation, 20+ years

Outcome-Based Internal Customer Partnerships, 20+ years

Contact Center Process & Technology, 20+ years (ACD/IVR, Metrics, QA/QM Systems, BPO)

Technical Work History

Senior Telecom Engineer at Panera Bread (STL, MO)

04/2015 – Current

Accountable for design, implementation, and support of voice platforms for 1100 company cafes, three corporate offices, and two contact centers. Responsible for M365 collaboration support. Unofficial baked good product tester.

Telecom Team Manager at Enterprise Mobility (STL, MO)

03/2013 – 04/2015

Split time between Management and Engineering role. Led a team of Coordinators, Analysts, and Engineers supporting contact center voice platform for 3k agents. Responsible for coaching, training, and energy drink distribution.

Telecom Technology Specialist at Enterprise Mobility (STL, MO)

01/2011 – 03/2013

Senior administrator for multi-site Avaya contact center 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 Mobility (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 Mobility (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 Mobility (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