                                                Shannon Phillips  
                                            slp4hire@gmail.com  
                                                (214)356-4846

EXPERIENCE



**GameStop** 05/2005-current  Grapevine, TX

*Lead Telecom Engineer 2yr*

Designed and Implemented Enterprise Cloud VOIP solution for All Corp Campus/Remote Offices and Retail Stores. Migrated ResOrg off AT&T. Developed monthly Billing Validation system($100k monthly saving) Developed Cross Platform Analytics. Developed EDI feeds with Business Partners Develop Python Scripting for Fortinet API and SQL CMDB.

*Telecom Engineer 9yr*

             Supported Store Wan Fortinet/Juniper/Cisco Firewalls/Switches/APs

             VB Scripting to automate remote updates for Network gear

             Supported Corp Cisco CUCM PBX and CCX Call Center Enviroments

             Supported Corp Environment, Cisco Switches/ASA/ASR/ISE/NCS/ACS

*NOC Supervisor 5yr*

             Managed Staff with 24x7 Oncall rotation

             Company Liaison for Store Network Business Partners  
              Designed and maintained Store Tech Support portal

             Provided Analysis to reduce Company Store(s) Telecom cost  
              Providing Analysis for Business Operations to reduce cost

**Flair Data Systems**  08/2004 – 05/2005    Dallas, TX

*NOC Manager* 3 months

 Maintain Staff of 6 at 24x7 NOC at Infomart

*Level 1 Support* 6 months

            Monitor-Maintain, Support Deployment of DSL Wan for Corporate Client

**Neiman Marcus Online**    07/2002 - 07/2004    Irving,TX

*Ecare Associate 2yrs*

Customer Service / Web Technical Support - via Phone, Chat and Email.

 

**GE - Zurich Warranty Management Inc**    10/1997 - 5/2002   Dallas, TX   
        *Business Analyst/Special Operations 1yr*   
           Designed and implemented Invoice Validation and Adjudication system

for business needs, resulting in $600k yearly saving. Developed and

maintain various subsystems utilizing Access 97.    
        *Quality Assurance Analyst ½ yr*  
           Monitored 300+ agents from 2 call centers. Researched and Recommended        
           monitoring process improvement which lead to company purchase of Witness  
           Software(desktop mirroring)  
        *EDI Specialist/Quality Control 3+yrs*(concurrent responsibilities)   
            Designed and implement EDI links with 20+ Business partners.  Monitored and   
            maintained quality of service for both internal employees and business

partners.               
             Developed Reporting systems using Access 97.  Third level support technician.  
        *Company Liaison ½ yr*  
           Established cohesive relationship with business partners and developed reporting   
            standards between companies  
        *2nd Level Call Center Support 1yr*   
           Shift Lead, Research and Development of department Policies and Procedures.    
           Developed Knowledgebase, made final decisions on hardware/software failure.   
           Took consumer escalations, assist with training of 1st Level Support  
        *1st Level Call Center Support 4wks*  
           Inbound/Outbound  TechnicalSupport Call Center for all OEM of Computers

**AmeriplanUSA Corp**     5/1996 - 9/1997    Dallas, TX  
        *MIS Network Admin 9mo*   
           Designed and supported/maintained all hardware needs. Novell 4.1 servers, PBX,   
           printers, desktops, etc. Help maintain all MIS software       

SKILLS

|  |  |  |  |
| --- | --- | --- | --- |
| Area | Level | Experience | Last Used |
| DOS 5.0,Win3.1-Win10 | Intermediate | 30+ years | Currently used |
| MS Office | Intermediate | 18+ years | Currently used |
| MS Access DB | Advance | 18+ years | Currently used |
| ASP/VB scripting | Intermediate | 15+ years | Currently used |
| Network Tools (Secure Crt, Wireshark, Fluke, LinkRunner, NetBriand, ClearPass, ACS,NCS, SolarWinds, HP OpenView,Tufin) | Intermediate | 15+ years | Currently used |
| Firewalls - Cisco/Juniper/Fortinet.Palo | Advance | 15+ years | Currently used |
| Routers/Switches - Cisco/Juniper/Fortinet, Aruba | Intermediate | 15+ years | Currently used |
| Telecom-DSL,T1,OC3,Ethernet,LTE,PRI,SIP  VOIP/PBX/CCUM,CCX,Cloud(8x8,TPX,NICE-InContact,ZenDesk-Talk) | Intermediate | 15+ years | Currently used |
| MS SQL | Beginner | 10+ years | Currently used |
| Python | Beginner | 1yr | Currently used |

EDUCATION:

Novell - CNE 4.11  
  
East Texas State University - 68hrs towards BS in Computer Science  
  
Eastfield College -  Associate’s Degree of Arts and Sciences  
  
Mesquite High School -  Who’s Who Among American High School Students  
  
COMMUNITY:  
  
Board Member – Faulkner Point Homeowners Association