

Jeff Doyle

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EMPLOYMENT HISTORY

AT&T, Arlington Heights, IL

(T3 Team Lead / Principal-Advanced Technical Support / Full-Stack Developer at AT&T, 2001 – Present

- Responsible for onboarding, training, and supporting, employees to maintain daily operational service levels.
- Created and documented team processes, procedures, and best practices.
- Evaluated staff certification levels and scheduled training to maintain contractual co-delivery certification requirements.
- Resolved customer escalations related to challenges in all aspects of daily operations.
- Designed, deployed, and maintained multiple voice and data lab environments.
- Beta tested vendor's new hardware and software offerings in AT&T labs, replicating customer environments to ensure proper functionality and interoperability.
- Developed approval for use documentation that detailed methods and procedures for successfully implementing or integrating software and hardware solutions.
- Designed, deployed, and maintained AT&T's Technical Support web portal (<https://t3webticketing.com>) used as a front door for opening cases for support.
- Designed, deployed, and maintained AT&T's Technical Support emergency after-hours escalation and notification system technicians used to engage on-call T3 Support Engineers.
- Worked with Nortel/Avaya technical support and software design engineers to identify and correct software deficiencies.
- Trained and mentored Tier 2 team members in: Call Center, LAN/WAN, client/server, and other information technologies.
- Lead cross-functional teams of implementation and support specialists to ensure upgrades, migrations, and installations were completed correctly within time and budget constraints.
- Created software tools to audit, configure, and tune performance for Avaya Aura Call Center servers.
- Created technical solutions for internal knowledge databases, as well as technical presentations and job-aids.
- Served as a subject matter expert at AT&T for Avaya/Nortel Call Center technologies.

Pro Staff, Schaumburg, IL

Tier 2 CTSE (Customer Technical Support Engineer), 2000 – 2001

- Developed training materials and provided instruction for Tier 2 and Tier 1 Help Desk staff members in order to improve response times and insure first call resolution.
- Worked with Customers and Project Managers to integrate existing telephone and voicemail systems with newer technologies and third-party software/hardware.
- Created method of procedure documents for field staff and help desk members.
- Served as the subject matter expert for other team members to escalate questions and problems they were unable to resolve.
- Resolved service affecting issues for Customers and Field Technicians related to Nortel Networks, Norstar and Meridian 1 PBX telecommunications equipment.
- Completed moves, adds, and changes for customers remotely.

Communication Movers Inc., Schaumburg, IL
Lead Service Technician, 1998 – 2000

- Managed installation projects for voice, data, and optical cable installations, as well as key and PBX telephone system installations.
- Supervised cable installation crews.
- Mentored and trained field technicians.
- Participated in the interviewing and selection of technical staff.
- Created course materials for leader led end-user training and provided training courses at customer locations.
- Performed inventory management for stock room and company vehicles.
- Corrected service affecting issues with customers' voice and data equipment.

IT Skills

VMware Virtualization	Linux Administration	Windows Server/Client	IIS	Oracle Cloud	VOIP/SIP
MySQL	Shell Scripting	LAN/WAN	TCP/IP Routing	Cisco ASA VPN/Firewall	Batch Scripting
HTML	CSS	JavaScript	PHP	Python	Apache

EDUCATION

Columbia College, Columbia, Mo.

Master of Business Administration

Bachelor of Science in Business Administration

Mar. 2016, GPA 3.83/4.0

Dec. 2013, GPA 3.52/4.0

AWARDS

- 2009 AT&T Service Excellence Award

CERTIFICATIONS

- Avaya Certified Support Specialist (ACSS):
 - ACSS - Avaya IP Office™ Platform
 - Avaya Aura® Contact Center
 - Avaya IP Office™ Contact Center
 - Avaya Pod Fx™
- Avaya Certified Implementation Specialist (ACIS):
 - Avaya Aura® Contact Center CCT and Multimedia
 - Avaya IP Office™ Contact Center
 - Avaya Pod Fx™
- Avaya Implementation Professional Specialist (AIPS):
 - Avaya IP Office™ Platform