

# Adam Oppedisano

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## Skill Summary

- Voice Over IP PBX & SIP PBX Customer Service
- Data Networks - Firewalls, switches and routers
- IP Surveillance Systems
- Cloud Backup and Disaster Recovery
- Door Access and Control Systems
- Call Center Applications as well as ACD/UCD
- TCP/IP, T1 and PRI
- Fluent with Unix, Red Hat DOS and Windows systems
- Fluent with HTML Web Site Design
- Remote Access including FTP, Telnet, PC Anywhere
- Healthcare Televisions and Nurse Call Systems
- Category 5, Category 6, Aerial and burial cabling
- Manager/Supervisor of Customer Support Agents
- Writing documentation & providing training

## Work History

### **Fuze formally ThinkingPhones - November 2017 to Present**

Senior Technical Support Manager, Network and Platform

- Identify, develop, and implement service improvements, resulting in measurable customer satisfaction improvements
- Ability to effectively operate in very dynamic and sometimes ambiguous situations
- Ability to logically break down and prioritize complex (often technical) problems to enable resolution in an objective manner
- Review cases to ensure expectations are exceeded
- Constantly assess and align resources to the needs of the business and customer
- Proactively communicate with internal and external customers
- Demonstrate passion for customer satisfaction and ignite that passion in others
- Introduce methods you know will improve the way your team operates
- Identify ways to increase efficiencies
- Own the processes you put in place and take pride in helping develop company communication
- Oversee the management of tickets within the Network Support Engineering team
- Work to resolve technical network-related issues as an individual or utilizing high level technical resources
- Participate in call center environment for network-related issues escalations, internally and externally
- Participate in after-hours On-call rotation

### **Fuze formally ThinkingPhones - February 2016 to Present**

Senior Critical Situation Manager

As a member of the Global Center of Excellence Organization, as the Senior Critical Situation Manager, I manage the most urgent customer problems involving Fuze products and services, am the communication focal point for the customer, and I oversee all resolution efforts from the initial problem identification to post-mortem analysis. I also act as a customer advocate to help drive improvements across various internal organizations.

- Own and manage critical situations through completion
- Manage all Internal and External Communication
- Identify and assess impact and urgency of each situation, develop plan of action
- Act as single point of contact (SPOC) for internal and external stakeholders
- Leverage internal resources to drive critical issues to successful resolution
- Build relationships with internal Teams and the customer
- Document events, conversations, solutions
- Create case studies
- Define process and escalation points for critical customer situations
- Establish and develop key relationships within the Fuze global organization to align and leverage global customer support initiatives
- Drive alignment of support processes within customer care center of excellence
- Lead cross-departmental process improvement to maximize customer retention and revenue
- Employ practical experience for managing customer conflict
- Foster collaboration within a cross-functional environment

## **ThinkingPhones - May 2015 to January 2016**

Senior Level Network Support Engineer

- Work directly with customers' IT and Network personnel through phone, email, and case management system to troubleshoot and resolve customer reported network issues
- Configure and support Routers, Switches, Firewalls including but not limited to Adtran, Cisco, Juniper and SonicWall
- Restore, recover, or alter configurations, logical or physical, to maintain service integrity
- Respond proactively and appropriately to client monitoring alarms
- Manage multiple issues in parallel, taking responsibility for meeting SLA and updating customers
- Proactively suggest and implement process improvements
- Configure and support T1's, setting up QoS, separating voice endpoints on their own VLAN, applying custom inbound / outbound rules to the firewall, etc
- Configure and support DID's, Number Portability, TDM circuits, Data access DSL/Cable/T1/Metro Ethernet
- Configure and support OS - Linux (and / or other Unix and command line VM
- Network analysis fundamentals and troubleshooting skills
- Communicate verbally and in writing with customers in a professional and friendly manner
- Network troubleshooting of SaaS based architectures including network fundamentals (OSI Model, TCP/IP, Ethernet, routers, switches, firewalls) and any hands-on experience with routers / firewalls
- Packet capture analysis using ethereal/Wireshark or equivalent

## **ARO IT Solutions, MA– 2005 to May 2015**

Owner/Operator

- Design and implement Key Phone Systems, PBX's and VoIP PBX's
- Design and implement Data Networking Equipment
- Design and implement Voice and Data Cabling Plants
- Business Desktop Computer Solutions
- Cloud Backup/Disaster Recovery
- IP Surveillance Systems and Door Access Systems
- Point of Sales Systems

## **Total Communications, MA, CT & RI– May 2005 to September 2005**

Customer Service Technical Sales Engineer

- Technical Engineering for Key Phone Systems, PBX's and VoIP PBX's
- Technical Engineering for Call Center Applications
- Technical Engineering for Data Network components

## **3COM Corporation, Marlborough, MA – September 2000 to April 2005**

Customer Service Technical Support Engineer / Pre-Sales Technical Engineer

Publisher, Web-Based Technical Documentation for Knowledgebase

Lab Coordinator – CSO North America

- Provided Post-Sales Technical Support for a VoIP PBX
- Provided Post-Sales Technical Support for a SIP PBX
- Provide NBX Call Center Technical Support
- Provided NBX Unified Communications Technical Support
- Provided after hours' technical support 14-20 weeks per year
- Provided Pre-Sales Technical Support for complete Voice product line
- Beta site manager for the NBX100 V3.0
- Wrote technical documentation - web knowledgebase
- Edit/publish technical documentation, written by other engineers, for web-based Knowledgebase
- Lab Coordinator for North America

## **AVA Technology Inc., Billerica, MA – April 2000 to October 2000**

Customer Service Technical Support Engineer

- Provided 24/7 technical support for a PC based voice processing system
- Approved Return Merchandise Authorization
- Wrote technical documentation for manuals
- Consulted Software Development on features and enhancements

## **ITI Inc, Lansing, MI – January 1998 to March 2000**

Communications Technician/Field Engineer

- Engineered, installed and serviced many phone systems and voicemail systems and data networks including Samsung and Tadiran (ECI)
- Integrated T1, PRI, BRI and ISDN circuits with multiple PBX and Key Systems

- Installed and terminated cat 3, cat 5, burial and aerial cable
- Integrated systems to ensure proper functionality
- Installed proper grounding and lightning protection units such as gas or surge resistors
- Consulted with customers to complete tasks in a time and cost-efficient manner

**PBX Inc., Malden, MA – October 1993 to December 1997**  
 Communications Technician/Field Engineer

### **Certifications**

Inter-tel .....	Axxess and IP5000 and Call Center Suite
3Com .....	All VoIP and SIP Products
AVA Technology .....	All Products
Samsung .....	DCS, Starmail and Cadence Voicemail
Tadiran .....	SL and Coral ISBX Installation and Maintenance
Sprint .....	Protege
AT&T .....	Partner, Merlin and Legend
Bogen Communication School of Sound .....	Design and Installation
Key Voice Technology .....	Verbatim Voice Mail
Telekol .....	TVM Voice Mail
Panduit Network Systems Group .....	Category 5 cable installation
MasteryPoint Learning Systems .....	Telecommunications
Learning International .....	Quality Service Skills
Red Cross Volunteer	September 11 Search & Rescue - NYC