
SHERYL PERRY

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SUMMARY

Detail oriented **Voice Services IT Professional** with extensive experience in Cisco VOIP and PBX systems administration along with circuit provisioning. Experience in defining project specifications, establishing project goals and deliverables. Possess organization and communication skills with high level customer focus, analytical, troubleshooting and problem solving skills. Reputation for maintaining a high level of confidential responsibilities. Team player with a strong work ethic and collaborates well with all levels from executive management to staff.

AREAS OF EXPERTISE

- 15+ years in IT Field
- 13 years ACD Administration
- 13 years PBX Administration
- 3 years Cisco VOIP Administration
- Trainer On End User Equipment
- 5 years International Experience
- SBI Top Secret & NATO Secret Security Clearances
- Writing Technical Procedures, User Manuals
- Documentation & Record-Keeping
- Creation & Analyzing Statistical Reports
- Circuit Provisioning

TECHNICAL PROFICIENCY HIGHLIGHTS

TELCO	Administration, planning, connectivity, cabling, wiring, PBXs and VOIP.
Operating Systems	Ordering and provisioning of MPLS, Metro Ethernet, DS3 and T1 circuits.
Application Software	Cisco Call Manager 5.0 / 5.1 / 6.1, Cisco Unity, Cisco IP Communicator, Cisco Unified Personal Communicator, Cisco MeetingPlace, Cisco IPCC MS Office Suite 2003 / XP/ME / 2000/97, MS Outlook, MS Word, MS Excel, MS Visio, MS Access, MS PowerPoint, Siemens 9006, Siemens 9005, Siemens Phonemail, Rockwell ACD, ProComm Plus, RightFax and AS400 Order Entry

PROFESSIONAL EXPERIENCE

OFFICE DEPOT, INC., Boca Raton, FL **1995 - 2009**
Office Depot has annual sales of \$15.5 billion and employs 52,000 associates globally

Senior Systems Analyst (1999 - 2009)

Responsible for all voice system service-related issues, moves, adds and change requests for 1200+ locations across North America. Supported voice communications for two offices in China and five offices in Europe. Planned, designed, coordinated and managed company projects in and out of IT scope. Developed and maintained relationships with internal customers, business partners and vendors.

- Managed service tickets through direct system interface resulting in expedient problem resolution and increased revenue through reduction in vendor requests.
- Accomplished wiring changes, installation, and repairs reducing the cost associated with overhead from vendor requests.
- Facilitated planning and implementation for relocation of 2300+ employees, equipment and voices services without service interruption or loss of man hours.
- Eliminated unnecessary toll free and conferencing services which resulted in \$250K savings annually.
- Organized and conducted classroom and web-based training for end user voice services, reducing the requirement for external resources.

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