Barry D. Boulier

2050 Tabor Court, Colorado Springs CO 80919
719-290-1174 Mobile • 719-266-0891 Residence
Barry@Boulier.com

BACKGROUND SUMMARY

- Proven experience in telecommunications, voice, data, and transmission engineering.
- Extensive background in technical system design and management, including Contact Center and enterprise networks.
- 15+ Years project management on large scale, highly complex IT systems.
- Consulting background with focus on cost reduction and efficiencies.
- Experienced with business requirements such as RFP/RFQ/RFI.
- SME for Data Center, Central Office and Telco methodologies.
- Experienced in pre/post sales engineering and support.
- Extensive experience in new technology design, implementation and support.

WORK EXPERIENCE & HISTORY

VOSKY INC.   12/2007 – 3/2010

Senior Applications Engineer

- Provide tier-3 technical engineering and support globally for all systems and other technical divisions.
- Solutions architect for new and legacy systems.
- Primary Alpha test bed for all system versions, releases and enhancements.
- Focus on technical engineering for all products specifically to America's customer base.
- Provide pre/post sales engineering support to National Sales team and Management.
- Perform project management on system development, internal process and turn to service of several VoSKY systems and applications.
- Train all vendors, customers and VoSKY engineering and sales staff.

VERIZON BUSINESS CONTRACT – COLORADO SPRINGS, CO   3/2007 – 10/2007

Senior IT Project Manager

- Telecom Billing System and Planning project management focusing on Verizon lines of business. Business and systems analysis of large scale Telecom networks.
- Lead a project teams from detailed system designs through implementation with responsibility for reviewing, analyzing, and assessing requirements.
- Create and manage schedules for all impacted systems. Manage development, system/IT testing, interface testing, and production for user acceptance testing.
- Manage and drive project level issues to resolution and create contingency plans when necessary. Keeps project team and executives informed of all decisions/issues/risks via project documentation and regular status reporting.

TELETECH HOLDINGS INC. – ENGLEWOOD, CO   5/2006-1/2007

Senior IT Project Manager

- Oversee projects of a highly complex and technical nature. Responsible for assembling project teams, assigning individual responsibilities, identifying appropriate resources, and developing schedules to ensure timely completion of project. Develop project scope, objectives and implementation timelines for 100% IP based global voice network.
- Developed technical and business requirements for VoIP systems specifically Cisco and related network integrations. As Technical Project Manager I was responsible for implementation and move to production of all systems and documentation.
- Function as engineer, as required, to devise alternate systems and methodologies to meet timelines and business needs.
- Develop materials and presentations for senior management.

SSG CONSULTING/AGILENT TECHNOLOGIES – COLORADO SPRINGS, CO   6/2001-3/2006
Telecommunications Engineering Consultant

- Performed Request for Proposal (RFP) design and analysis for Agilent Network department for Physical Layer, Data Communications and Voice Communications Engineering and Architecture.
- Managed team for Agilent site audit and inventory. As Technical Engineer, audited 27 physical site visits to reprogram PBX systems. Changes resulted in $1.2M savings in annual hardware maintenance & component reuse and over $2.7M reduction in annual circuit costs.
- Served as Voice System Engineer and System Capacity Planning Specialist reporting to Vice President of Telecommunications for major nationwide circuit conversions from AT&T to Sprint. Developed several system standards and white papers for Agilent Voice Department on system programming, and hardware configurations.
- Produced traffic analysis with emphasis on reducing costs through port reductions and circuit disconnects. As Program Manager for CDR/SMDR network consisting of 132 global nodes, analyzed calling patterns for fraud detection and abuse. Performed special requests from Human Resources and Security departments. Performed voice system billing audits of local and long distance carriers resulting in rebates of $2.1M in savings on recurring charges.
- Standardized IXC/LEC/CLEC provisioning and associated templates for order processing and implemented new technical specifications for voice processing systems. Provided second level 24x7 technical support for Agilent Voice department.

TSOLA.COM (fka) E-CONTEXT.COM – BELMONT, CA   7/2000-4/2001
Senior Telephony Architect

- Managed both internal and external voice and data communications infrastructure for fast-paced start-up B2B / ASP.
- Performed Project Management, engineering, and implementation primarily for voice and data networking functions for internal and client locations, including Hosting facilities. Duties included 24x7 support for Product and Internal systems.
- Performed audit and payment authorization for corporate telecom invoices.

ONEBOX.COM – BELMONT, CA   11/1999-7/2000
Telecommunications Manager

- Lead engineering, design, and support for OneBox voice telecommunications network, managing staff of three senior network engineers.
- Performed client Project Management, engineering and implementation duties for voice and data networking.
- Performed audit and payment authorization for corporate telecom invoices.
- Provided technical support for OneBox eVoice product development.
- Provided 24x7 support for Product and Internal systems.

ORACLE CORPORATION WORLD HEADQUARTERS – REDWOOD SHORES, CA   11/1995-11/1999
Senior Network Engineer

- As Senior Technical Support Engineer I supported Oracle's domestic and international LAN/WAN and Voice systems in 42 countries.
- Provide second and third level network and PBX/ACD support to global NOC. Other duties included project management, engineering and implementation for voice, Call Center, and data systems.
- Act as Global Account Manager for 14 Latin America countries; liaison with regional IT Managers and Directors.
- Developed corporate telephone dial plan that was adopted as basis for IVPN and networked voice mail systems.
- Redesigned and implemented Oracle's international data backbone, three Global Support Centers (ACD) and 14 satellite locations. Developed remote office and work at home solutions for Oracle Support.

WEST COAST WIRING - REDWOOD CITY, CA   11/1994-11/1995
Operations Manager

- Managed daily activities including scheduling, installation, and repair crew assignments. Performed site evaluations for new locations and prepared cost estimate quotes.
- Designed physical layer components lay-out, functioned as system integrator for Voice and Data connectivity.
- Responsible for all internal MIS and related telecom issues.

BENHAM CAPITAL MANAGEMENT - MOUNTAIN VIEW, CA   **1/1989-11/1994**

Telecommunications Specialist

- Designed, installed and maintained all telecommunications equipment, including Aspect Call Centers, Northern Telecom PBX and voicemail, Syntellect IVR, and Dictaphone logger equipment. Sites included first corporate Datacenter and first satellite offices.
- Performed major system upgrades while maintaining 24x7 operation.
- Developed a unique T1 multiplexing scheme using ADPCM and channel banks to reduce circuit costs between remote locations.
- Performed duties as Telecommunications Disaster Recovery Team Leader.

WESTERN UNION TELEGRAPH CO. - SAN FRANCISCO, CA   **4/1978-12/1988**

Central Office Technician (COT) / Wire and Repeater Technician

- Implemented, diagnosed and maintained telephone and telegraph equipment, voice and data circuits as well as various types of concentrators, packet switched nodes and access node processors, including high level multiplexing equipment such as FDM, PCM, TDM and Optoelectronic terminating equipment.
- Special duties included the design and installation of customer specific voice and data systems, maintain the auxiliary power units such as diesel driven generators, uninterruptible power systems and load transfer units. Responsible for all Data Center and Switching Center Telecom designs and Facilities within the San Francisco Bay Area.

Certifications

- Cisco – Advanced Cisco Router Configuration.
- Hewlett Packard – HP-UX Network Admin with Clusters.
- Oracle – Introduction to UNIX.
- Oracle – Mastering Networking Level 1 and Level 2.
- Northern Telecom - Meridian 21-71.
- Northern Telecom - Meridian X11 Feature Administration.
- Northern Telecom - Meridian BARS.
- Aspect Telecommunications – Operational Systems Management.
- Syntellect – Train the Trainer 1 and 2.
- Western Union Telegraph – many certifications on Voice, Data, Transmission systems and networks.

Personal Tech

- Registered owner of Boulier.com. Built and maintained web page and email system since 1998.
- Designed and built 1200 baud modem 1982.
- Contributing content provider for Newton's Telecom Dictionary since 1988.