

Summary

Phil Grosdidier is a computer/telecommunications consultant with over 18 years of experience. He has extensive experience in voice and data networking, call center processes and technologies, self-service technologies (CTI, IVR, WEB), and overall telecommunications industry knowledge.

Most recently Phil has helped several global companies implement an overall contact center strategy including technology architecture and call flow analysis and design. These include implementing Cisco's ICM/CIS Software Products.

Qualifications

- Management and Technology Consulting
- Excellent Communication and Interpersonal Skills
- Skilled at Demonstrating the Business Value within Technology Initiatives
- Project Management
- Contact Center Technology (ACD, IVR, CTI, WEB)
- Internet/Intranet Technology
- Computer / PBX Networking (T1, ISDN, TCP/IP, X.25, Frame Relay)
- Relational databases
- Managing/Coaching a Diverse Team
- Knowledge of Network Hardware (routers, FRADs, etc.)
- Voice / Data Product and Service Knowledge
- Telecommunications Industry Knowledge

Key Accomplishments

- Call Center Practice Lead for professional services firm including several Cisco Intelligent Contact Manager(ICM) and IP Contact Center implementations for clients within retail, financial services, utilities, and transportation.
- Sr. Project Lead on implementation of Cisco Email Manager, Collaboration Server, and Media Blender for a large wireless communications company
- Helped launch several new AT&T groups including Electronic Commerce Solutions and Multimedia Call Center Solutions.
- Created and Managed AT&T's SDN Network Management Center supporting over 1500 Global Clients
- As Product Engineer, developed first low cost fiber optic transceiver used on Definity PBXs and 5ESS Network Switches

Previous Experience

- As Managed Network Consultant, responsible for technical sales support for Managed ISDN Solutions, Managed FRAD Solutions, Managed Router Solutions, and Transaction Access Service (Toll Free/ISDN D-Channel access to X.25 Packet).
- Managed the end to end platform used to provide many of AT&T's Electronic Commerce offers including Direct Marketing and Personal Financial Services (Internet Banking). Phil managed the team that implemented the industry's first "Internet-only" banking institution.
- Provided technical sales support for Advanced Network Solutions products to a large territory supporting numerous large global clients. Developed complex re-engineering solutions with Interactive Voice Response, Internet/Intranet services, Advanced Toll Free Network Services, Intelligent Character Recognition, and Database Connections.
- Created new work center responsible for delivery of monthly Assurity Network Management reports to over 1500 Software Defined Network customers. This group helped establish new Billing/Network Management system interfaces now used directly by customers through the Internet.
- Managed major change from legacy systems to client/server arrangement, including migration of 4,000 users. Sales teams were now able to utilize a pricing tool that has "SQL" access to accounts previously residing in multiple mainframe billing systems.

Education and Specialized Training

- University of Kansas Graduate School of Business, MBA, May, 1988
- BS, Mechanical Engineering, May, 1984
Kansas State University
- Licensed Professional Engineer
- AT&T "Mini-MBA" in Information Management