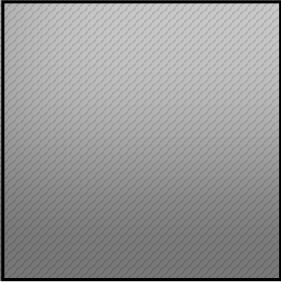


DANIEL P. O'FLAHERTY

VP Solutions Architecture at Touchbase

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www.danieloflaherty.com



SUMMARY

Versatile Professional adept at managing multiple projects, providing exceptional customer support, and streamlining office operations for major productivity gains. Demonstrated ability to prioritize and manage projects in a timely manner and on budget. Successful at implementing new systems and applications, and organizing effective launches. Solid Organizational, Communication and time management skills. Adapt at bridging engineering performance gaps to complete business Interests, developing process improvement initiatives and conveying complex product development concepts in a simple and compelling manner.

WORK HISTORY

Touchbase Global
Services

2015 - Present

VP Solutions Architecture

- Manage team of engineers providing both presales support and postsales delivery of projects.
- Ensure on time and high quality delivery of projects
- Provide Pre-Sales Support for Cisco UC Based solutions.
- Consult with Clients on current and future needs
- Align Client Needs with Sales Objectives
- Lead Technical Engagements for Transformation Programs
- Document Technology and Architecture Current State for Clients
- Develop Best-Practice based designs to meet client needs
- Develop transition plans and deployment roadmaps to get clients to desired end-state.
- Manage Relationships with Vendors

Hendrick Automotive Group

2011 - 2015

- Develop Relationships with New Vendors

Unified Communications Architect

- Managed a team of Voice Engineers to support voice and video platforms across the entire company.
- Successfully renegotiated multi-million dollar bandwidth contracts resulting in significant cost savings
- Designed and Deployed a Cisco telepresence solution to all sites allowing instant video communications resulting in a decrease in corporate travel expenses. The solution includes TMS with over 150 Cisco EX series endpoints, Cisco Dual Profile Series Endpoints, Jabber Video endpoints, and MSE 8050 with TPS 8710 blades.
- Designed and Deployed a Cisco Communications Manager (CallManger) voice platform to the entire corporation of over 120 sites including 10,000 endpoints. The solution includes CUCM, Unity Connection, Presence, Contact Center Express, ISI Call Accounts, XMedius EFax, and Telstrat Call Recording.
- Provide Contact Center expertise and consulting to multiple call centers throughout the company running on Cisco Contact Center Express
- Developed Plan to Migrate sites from local PRI's to centralized SIP trunks resulting in multi-million dollar annual savings
- Documented business cases and justifications for all purchases and projects
- Manage vendor relationships with Telecom vendors

Internetwork Engineering

2009 - 2011

Unified Communications Consultant

- Designed, deployed, and supported Cisco IP Telephony systems for clients of various sizes ranging from 500 to 25,000 handsets. The clients were in various sectors including Healthcare, Retail, Automotive, Call Center, and Government.
- Created Statements of Work and Bills of Materials for upcoming projects based on client requirements
- Provided guidance and advice to clients on migrating and expanding their existing systems.
- Provided Cisco Contact Center Express expertise and programming to clients and other consultants.
- Provided Staff Augmentation to clients to address day-to-day needs.
- Provided administrator and end-user training to clients.
- Provided guidance and oversight to other consultants on projects they were working on.

TekSystems at University Hospitals

2008 - 2009

Consulting VOIP Architect

- Provided 24x7 support for a Cisco VOIP system containing 3 CallManager Clusters, 3 Unity Clusters, and a fully redundant IPCC Enterprise System.
- Provide end-user support for over 45,000 handsets
- Provide training and remediation of existing network and VOIP system instabilities.
- Architect new deployments and migrations off existing ROLM PBX system as well as new ACD / Call Centers in IPCC.
- Designed and Implemented IPCC Enterprise deployments to multiple call centers

Robert Half at Wayne County Schools

2008 - 2008

- Provided leadership and guidance to a team of 10 Voice Engineers

Cisco VOIP Consultant

- Implemented Cisco VOIP solution across 25 sites
- Provided daily administration for CallManager and Unity system for VOIP solution with 2000 users and handsets
- Provided pre-sales engineering for Cisco VOIP solutions
- Provided solution documentation and end-user training on VOIP products.

Advanced Internet Technologies

2005 - 2008

Vice President of Engineering

- Supervised staff ~100 including Network Engineers, Telephony Engineers, Systems Engineers, and Call Center Agents
- Maintained Local Area network servers and systems, including Windows 2000/ 2003 and Exchange 2000/2007
- Maintained Local and Wide Area Network consisting of Cisco routers, switches, and firewalls.
- Maintained, upgraded, and wrote scripts for a Cisco CallManager and IPCC phone system for a Call Center and 150 employees
- Insured software license compliance
- Provided training for employees and customers on Microsoft, Cisco, and CompTIA products and certifications
- Responsible for Virtualizing the LAN to reduce costs and to increase efficiency
- Provide network support and IT design services for clients
- Performed site surveys and designed hardware and software solutions based upon customer requirements and budgets.
- Responsible for documenting all systems and providing training to staff on new systems.

Needham Broughton High School, Raleigh, NC

1996 - 2000

High School Diploma

EDUCATION