

# HEATH BUCKLEY

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## CREDENTIALS

**Certificate III in Customer Contact - ICT30102 Optus / Workforce Training and Development | 2005**

**Higher School Certificate  
Alstonville High School | 1995-1997  
Trinity College Lismore 1991-1994**

- **Awarded 1st Place in School in 3 Unit Engineering Science, Physics, Chemistry, 2 Unit/Advanced Mathematics**

**Troubleshooting and resolution.**

**Effective communication (Written & Verbal Skills)**

**Strong engineering and technical proficiencies.**

**Collaborative team player with strong time management talents.**

**Critical thinking and analysis.**

**Able to prioritise multiple tasks and execute parallel tasks in a highly pressurised capacity.**

## PROFESSIONAL PROFILE

Dependable and highly meticulous Telecommunications IT professional with more than 12 years of experience maintaining a wide range of equipment with proficiency in testing, troubleshooting and repairing implements for product development. More than 3 years of Administrator level expertise with knowledge of a variety of components of the Cisco UC Software Suite. Strong analytical and problem solving talents with a solution driven focus to improve upon operational efficiencies whilst fostering satisfaction and retention. Seeking a new and challenging role, where I am confident that my technical skills will readily translate to your team.

## CAREER HISTORY

### **Video Sales and Support Specialist**

*Chorus C all Australia (T/A Video Conferencing Australia) |  
March 2018 - Present*

- Provide a high level of support and handle direct enquiries from customers regarding suitability of a wide range of Video Collaboration products and services.
- Educate customers on specific features and explain related benefits.
- Test new or upcoming hardware and provide feedback to distributors and manufacturers.
- Create user guides and public facing support articles to be published on the web-site.
- Visit customer sites to provide consultation services to determine suitable hardware and layouts.
- Provide workshops for peers and co-workers aimed to assist them in effective Sales interactions.

### **Certifications**

- As of June 2019, I currently hold 11 Polycom Certifications (Including Video Endpoints Technical Certification, Voice Endpoints Technical Certification, Microsoft Voice Endpoints Technical Certification, RealConnect for O365 Technical Certification).
- Current valid certification as a Lifesize Technical Specialist (LTS).

### **Skills and Abilities**

- Extensive exposure and experience with Polycom Video and Voice hardware, software config and accessories (Including Real Presence).

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## TECHNICAL SKILLS

Cisco Call Manager (CUCM)

Cisco Unity Connection (CUC)

Cisco Multipoint Control Unit (MCU)

Cisco Telepresence Management Suite (TMS)

Cisco TelePresence Content Server (TCS)

Cisco Unified Border

ISDN Gateways

Cisco Spark and WebEx

Cisco IP Phones

Cisco Voice Gateways

SIP Trunks and diagnostics

Audio processing (Converge/ClearOne)

Cisco Digital Media Players (DMP)

## REFERENCES

Available upon request

### Field Service Technician

*Telstra (Cisco - Unified Communications) | July 2014 - January 2018*

- Operate the internal UC helpdesk and provide direct support to users where required. This includes face to face support when appropriate.
- Provide high priority support for VIP staff including CEO and Exec teams.
- Maintain agreed SLA targets for outstanding jobs and assist with the preparation of performance reports for the client.
- Proactive monitoring and maintenance of UC infrastructure.
- Collaborating with external stakeholders and their support teams.
- Creating customized equipment user guides for users which were published on Intranet.
- Mentoring external support teams.
- Providing advisory feedback for upcoming events.

### Level 2 Helpdesk Technician

*Vodafone Australia & 3 Mobile Australia | September 2007 - December 2013*

- Provide a high level of technical troubleshooting and resolving of general and technical issues with Mobile Devices and Desktop Computers.
- Meeting or exceeding strict contractual SLA expectations on jobs/cases.
- Handling Escalations and assisting team members with issues requiring engagement of a Senior Specialist.
- Liaising with key business stakeholders in main call centre (in Mumbai) and moderating the weekly meeting/forum.
- Facilitating training of new Technical Support team members (Including creating workbooks, delivering training and providing ongoing mentoring of new staff).
- Creating, reviewing and updating online knowledge articles and develop new guidelines for FUT (Friendly User Testing) process for new upcoming devices awaiting official release.
- Provide ongoing feedback to Team Leader regarding trending of issues/calls.

### Skills and Abilities

- Provide comprehensive end-user support for Mobile Devices (Including - Apple, Windows, Android, Blackberry BIS and BES, Symbian)
- Assisting end users in resolving issues with Desktop Networking/internet connectivity (Including Windows XP-Win8, Mac OSX, Wi-Fi, NFC, Blue-tooth, USB).
- Email set-up, configuration and troubleshooting (POP, IMAP, MAPI/Exchange, Blackberry).
- Resolving Data Synchronisation issues (Including Outlook, Gmail, IMAP, Mac, Symbian, Exchange)
- Familiarity with ITIL Principles (including Help Desk, Problem Management, Change Management and document control processes.)
- Basic Active Directory tasks (such as password resets, and adding new users)
- Experience with Commercial Confidentiality. In this role I was required to sign several NDA's regarding the handling of commercially sensitive information.