

JIM O'CONNOR

SUMMARY

Customer-focused Solutions Engineer with practiced expertise selling technical solutions in business-to-business environments. Researches and understands complex and system-wide customer needs then proposes and explains optimum solutions. Builds lasting and mutually beneficial relationships with key customers and stakeholders.

EXPERIENCE

Solutions Engineer, 01/1998 - 09/2022

Avaya Canada Corp - Vancouver, BC

- Collaborated with cross-functional team to develop powerful and easy-to-use business solutions.
- Met with stakeholders, product teams and customers throughout system solution development lifecycle.

TECHNICAL EXPERTISE

- Devised and delivered technical presentations explaining options to customers and prospective customers.
- Planned various product configurations to meet diverse customer needs.
- Offered technical and non-technical support and services to clients and staff regarding product use, operation and maintenance.
- Drafted design objectives and solution design documents.
- Tackled development tasks based on system requirements and documented approaches.
- Diagnosed and addressed problems with installed equipment.
- Documented technical specifications and project testing methods for future reference.

SALES SUPPORT

- Collaborated with sales team to understand customer requirements, boost product sales and provide sales support.
- Assisted account executives with prospect evaluation and qualification.
- Researched and identified potential customers.
- Arranged demonstrations or equipment trials to persuade customers and drive sales.
- Contributed to sales presentations to translate technical information into easy-to-understand solutions.
- Managed and grew vital customer accounts by astute contract review, production scheduling and customer engineering support.
- Coordinated with project managers to meet project timelines.



CONTACT

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SKILLS

- Microsoft Visio
- Salesforce
- Microsoft Office
- Strong Technical Acumen
- Plain Language Communication
- Relatable Presentation Skills
- Organizational Skills
- Solution Selling
- Customer Relationship Management
- Complex Problem Solving
- Team Collaboration
- Active Listening
- Problem Resolution
- Friendly, Positive Attitude
- Critical Thinking
- Supervision & Leadership
- Team Management
- Training & Development

ENHANCED SECURITY CLEARANCE

- Created sales or service contracts for customer review and acceptance.
- Provided training and product support for other members of sales team.
- Documented account activities and generated sales reports using Salesforce.

CUSTOMER RELATIONS

- Recommended enhancements and updates to system solutions to maintain current maintenance standards and address ongoing business needs
- Conferred with customers' business and IT leaders to assess equipment needs and determine system requirements.
- Recommended improvements to customers and demonstrated potential cost reductions and process improvements.
- Drafted, presented and responded to RFPs and other customer information requests requiring industry-specific solutions.
- Negotiated tender and contract terms to meet both client and company needs.
- Delivered samples and catalogs to prospective customers and provided information on product features, pricing and availability.

Engineering Manager, 01/1997 - 12/1997

Touch Nine Communications - Vancouver, BC

- Performed troubleshooting duties and provided server management expertise via remote and in-person interactions.
- Offered technical assistance to clients to facilitate seamless installations and updates.
- Completed scheduled services and installations, preventive maintenance and calibration.
- Provided technical support in root cause failure analysis for significant production issues and investigations.
- Scheduled and coordinated software update and hardware replacements.
- Assisted technical managers with new application research and modification suggestions.
- Generated concept designs, collaborated with customers to gain feedback and directed entire design process.
- Streamlined and automated internal processes to improve overall workflows.
- Assessed task completion to meet tight project deadlines.
- Encouraged team collaboration and motivated individual employees through positive reinforcement and technical recognition.

Ericatel, 07/1984 - 12/1996

Engineering Manager - Vancouver, BC

- Excellent record negotiating renewal contracts and retaining customers.
- Kept service quality and customer relations in line with established standards to promote long-lasting relationships.
- Elevated quality of work and productivity from team members through improved training strategies.

- Oversaw and motivated group of twenty technical personnel by implementing effective training plans and employee incentives.
 - Evaluated client telecommunications needs and recommended targeted solutions.
 - Communicated with end-user to address device problems and implement technical or procedural solutions.
 - Connected wires and cables to terminals and completed necessary paperwork for each work order.
 - Checked work orders and communicated with prior shift to assess work needs for day.
 - Assisted in designing and administering projects for residential and commercial clients.
 - Developed telecommunications disaster recovery plans to mitigate downtime.
 - Worked overtime to respond to emergencies and fix unsafe conditions.
 - Supported end-users with network and device troubleshooting and diagnosis.
 - Planned, installed and maintained systems and performed repairs on malfunctioning systems.
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EDUCATION AND TRAINING

Certificate of Technical Studies, Electronics, 05/1985

British Columbia Institute of Technology - Burnaby, BC

Certificate, Land Surveying , 05/1981

Northern Alberta Institute of Technology - Alberta, BC

CERTIFICATIONS

- CCaaS and UCaaS , AVAYA - 2022
- Targeted Account Selling Courses
- Ongoing certifications to maintain industry knowledge and expertise over 40-year span.