

EXPERIENCE

Polycom, Inc., Andover, MA

August 2007 – Present

Technical Lead, Video Escalations

- Provide technical consultations to all members of the Services Division as the technical leader of the entire division (a team of 500+ people).
- Oversee and manage all critical customer issues.
- Provide technical consultations to all technical members of the Services division.
- Work with the development teams and product management to determine requirements for future software releases and product releases.
- Provide technical documentations and training to Polycom service engineers in troubleshooting Polycom videoconferencing systems and in troubleshooting issues using Wireshark.
- Work with management teams to improve technical knowledge and quality of service provided by the Services Division.
- Manage the Video Escalations team (a team of 10 people) when the manager is out of office.

Polycom, Inc., Andover, MA

February 2005 – August 2007

Senior Product Support Engineer

- Interface with customers to resolve critical, technical issues on Polycom products.
- Work with customers, Tier 2 Engineers, and Field Engineers to collect logs and data needed to analyze customer issues.
- Analyze logs and data collected to determine root cause of issues.
- Provide solutions to customers based on analyzed data.
- Interface with R&D to report bugs and system failures.
- Manage customer issues, working with different Tier 3 teams and R&D divisions to resolve customer issues.
- Communicate with engineers of other vendors of videoconferencing and network equipment manufacturers to resolve interoperability issues between Polycom and 3rd-party products.
- Periodically provide technical training to Tier 2 Engineers around the world.
- Create and publish technical documents to educate other support engineers.
- Travel to customer sites to troubleshoot and analyze issues.

Polycom K.K., Tokyo, Japan

December 2001 – January 2005

Assistant Manager, Technical Support

(March 2004 – January 2005)

- Lead a team of seven Tier 1 and Tier 2 Support Engineers; overseeing all Tier 1 and Tier 2 technical issues in Japan in order to quickly resolve customer issues.
- As the technical leader of the Support Team in Japan, manage all customer-critical and time-critical issues by working with Tier 3 Engineers in the U.S. and Israel
- Present technical issues to the upper-management teams.
- Share technical information with other Support Engineers and Pre-Sales Engineers, providing training sessions to them at times.
- Assign an appropriate Support Engineer to a new case being escalated to Tier 2.
- Develop test plans for beta software with the Pre-Sales Engineers.
- Provide Tier 2-level Technical Support, mainly to Channel Partners.
- Manage the Technical Support team when the manager is out of office.

IP Services Engineer/Technical Support Engineer

(December 2001 – February 2004)

- Managed all IP deployment of Polycom products in Japan, including surveying, analyzing, and providing recommendations to determine if customer's network is suitable for deployment of Polycom and other video- and audio-conferencing products.
- Communicated with customers, network providers, and IT technicians to suggest IP network changes so that the best videoconferencing and audioconferencing can be achieved over their IP network.
- Provided technical training classes to the Channel Partners and end-users on the ITU-T H.323 Recommendation and H.323-based products.
- Lead to resolve all IP-based technical issues in Japan, configuring routers and firewalls to recreate customer environment, capturing data using Ethereal and analyzing them, and escalating issues when issues were found with Polycom products.
- Provided Tier 2 Technical Support for videoconferencing, audioconferencing, MCU, and Windows-based server products at Tier 2 level. Tasks included the following:
 - Handled phone calls and E-mails from Channel Partner's engineers.
 - Recreated issues in-house by recreating customer's environment and settings.
 - Provided Channel Partner's engineers technical information.
 - Worked closely with Tier 3 Engineers in Andover, MA; Tel Aviv, Israel; and Atlanta, GA through the escalation process in an effort to resolve customer issues as quickly as possible.
- Created scripts which automatically take time-tamped logs on videoconferencing equipment at all times, enabling to provide a high-level technical support for critical customers at all times.
- Wrote technical whitepapers to educate the Channel Partners and end-users on ITU-T Recommendations and product usage.

Integration Engineer

(December 2001 – October 2002)

- Managed all custom products and system integration projects. The tasks included the following:
 - Communicated with customers to determine their needs and expectations.
 - Provided preliminary design for custom products and presented it to customer.
 - Presented to customers schematics and specifications for custom.
 - Communicated with the development team in the U.S. to design custom products.
 - Prepared user's guides and technical specifications for custom products.

PictureTel International Corporation, Montreal, Canada

August 2000 – September 2001

PictureTel Corporation, Andover, MA

August 1997 – August 2000

Software Sustaining Engineer

- Worked in Current Product Engineering Group (CPEG), sustaining ISDN-based and IP-based desktop videoconferencing products running on Windows3.1, Windows95, Windows NT, Windows98, and Windows NT Server. Tasks included the following:
 - Troubleshoot problems reported by customers by recreating customers' environment and testing.
 - Debugged problems by adding debugging trace messages into the code and using NuMega SoftICE and Dbwin and analyzing the traces to identify segment of the code responsible for the problem.
 - Fixed bugs by changing the code in system/driver software, including software drivers for components such as video, audio, network, link control, and TAPI, as well as the code in application software.
 - Built changed code in MSVC++ environment and by using batch scripts.
 - Created self-extracting patches using InstallShield3 and InstallShield5.1.
 - Tested newly created patches in different environment to confirm that bugs have been fixed with the patches installed.
 - Checked-in code changes made in the code to ClearCase and PVCS and document the changes.

- Guided field engineers working at customer site to resolve critical customer issues.
- Served as developer in localizing English-based products into Japanese.
- Served as developer and team leader on porting over a Windows95-based product Windows98 platform, changing C/C++ code written for Windows95 compatible on Windows98.
- Translated and built help files for localized products on Windows95 and Windows98 platforms.
- Functioned as a liaison between Technical Support Engineers at the headquarters and its counterpart Japan to promote effective communication between the two parties.
- Set up CPEG lab by installing various operating systems, software, and hardware on dozens of PC's.
- Worked closely with the development team to ensure a smooth transition of released products to be sustained by CPEG.

Interleaf, Inc., Waltham, MA

November 1995 – August 1997

Quality Assurance Engineer

- Actively involved in development of all products localized into Japanese.
- Cooperated with developers to develop design functionalities and user-interface of localized software.
- Tested functionalities and user-interface of products under development, on Windows3.1, Windows95, Windows NT 3.5, and Windows NT 4.0 platforms as well as different flavors of Unix platforms, working with programmers to resolve problems.
- Wrote shell scripts and Lisp scripts to run automated tests.
- Installed, customized, and administered Netscape Communications Servers on Unix, Windows95, and Windows NT platforms to be used with web-based products.
- Tested installation of products from CD-ROM and CD-ROM image.
- Wrote and translated release notes for new products.
- Reviewed technical documentation for soon-to-be-released products and releases.
- Sustained existing products, found workarounds for bugs and worked closely with developers and Technical Support to resolve problems.

Interleaf, Inc., Waltham, MA

August 1993 -- November 1995

Technical Support Specialist

- Provided technical support in areas of applications, printing, operating systems, filters, installation, and Lisp programming for all Interleaf products
- Interfaced with customers to verify the presence of bugs, reported these finding to Quality Assurance engineering, and strived to develop a workaround for the customers.
- Communicated with other Software Support specialists to share information and to resolve customer problems.
- Implemented a system to organize calls and paperwork for all Interleaf Japan technical communications.
- Conducted Product Verification by ensuring trouble-free installation and basic operation of the new software.
- Utilized bilingual ability in both documentation translation and correspondence.
- Guided customers on the correct usage of the software and answer customers' inquiries.

Sherman Fairchild Semiconductor Laboratory, Bethlehem, PA

August 1992 - July 1993

Circuit Designer

- Designed and built digital/analog controller for computerized gas valves to be used in semiconductor reactor, using digital signal processing (DSP) and analog circuits.

Wehbe Translation Firm, Palmer, PA

January 1991 - September 1991

Translator

- Translated various technical documents from Japanese to English and from English to Japanese for a wide range of businesses, including some major international corporations.

EDUCATION

Lehigh University, Bethlehem, PA

Bachelor of Science in Electrical Engineering, May 1993.

SPECIAL SKILLS

- Fluent in both Japanese and English.
- Certified Video Engineer (CVE) since 2003.
- Deep understanding of ITU-T H.323 Recommendations, including H.225.0 and H.245 Recommendations.
- Deep knowledge of IP-related IETF Recommendations, such as RFC 766, RFC 768, RFC 791, RFC 793, RFC 826, RFC 879, RFC 1122, RFC 1123, RFC 1889, RFC 1890, RFC 2032, RFC 2190, RFC 2429, RFC 2543, and RFC 3022.
- Familiar with ITU-T H.320 Recommendations, including H.242, H.243, and H.221.
- Working knowledge of SIP based on RFC 3261.
- Working knowledge of C, C++, and Java programming languages.
- Development Environment: MSVC++4.0, MSVC++4.1, and MSVC++6.0.
- Other Programming Languages: MS-DOS Batch, C-shell, Lisp, Pascal, Fortran, 8085 Assembly Language, and BASIC.
- Version-control Software: ClearCase and PVCS.
- Working knowledge of InstallShield3 and InstallShield5.1 scripts.
- Working knowledge of SPICE circuit simulation software.
- Operating Systems: Unix on Sun (OS4 and Solaris), HP, and IBM platforms; DOS, Windows NT Server, Windows95, Windows98, Windows 2000, Windows 2000 Server, and Windows XP.