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Objective

To use my time, energy, experience, and ingenuity with an organization that will challenge me personally, encourage and enable my growth professionally, reward me financially, and allow me opportunities to contribute meaningfully toward the success and growth of the organization and the individuals with whom I work.

Summary of Qualifications

Over 20 years working in the telecommunications field for financial institutions as a technician, engineer, project manager, and supervising manager. Experience gained in operational and project-related functions at both the enterprise and end-user level. Range of experience includes project management, documentation, billing, provisioning, disaster recovery planning, contracts, maintenance, training, and hands-on support for desktop telephony, audio and video systems and conferencing, and data center support.

Certifications

Crestron DM Certified Designer-4K (DMC-D-4K)
Tandberg Certified Technical Associate (TCTA)
Tandberg Certified Technical Expert (TCTE)
IPC Alliance MX Level I Certification
Certified Data Center Professional (CDCP)
ITIL v3 Foundation

Professional Experience

FBR Capital Markets (Jan 2006-present)

Telecommunications Manager

- Manage a team of contractors and full time voice and A/V engineers
- Manage international, multi-cluster Cisco voice infrastructure
- Research and evaluate new technologies
- Provide direction for and manage projects based on client interaction and resource availability
- Provide direct, hands-on support for various voice and video technologies
 - Cisco CallManager, Cisco Unity, IP Communicator, VT Advantage, VG224, CDR, Tandberg, Cisco Telepresence, Crestron, Room Wizard, IPC Trading Systems, audio conferencing, Blackberry (and other cellular wireless), video conference support, Webex, live video production, toll free services, calling cards, etc.
- Manage the enterprise WAN connectivity using various technologies (SONET, MPLS, P2P, etc.)
- Manage the enterprise voice connectivity comprised of dedicated PRIs, E1s, and POTS
- Manage enterprise and business unit level communications projects
- Review telecommunications billing for the enterprise
- Review and implement disaster recovery planning
- Administer and maintain Witness and Nice voice recording solutions
- Manage and administer Blackberry and cellular services
- Manage and administer IPC Alliance systems
- Manage data centers
 - Create and maintain rack elevations
 - Provide rack and power assignments for all LAN room and data center gear
 - Trace, label, and remediate cabling issues
 - Interface with electrical and HVAC companies to maintain physical infrastructure

Accomplishment Highlights

Leadership

- Established the new position of telecom manager at FBR and built a team from scratch

- Lead the IT organization in presentations and knowledge-sharing sessions
- Successfully advocated for two subordinates to be promoted into advanced positions
- Awarded "One Team" Award three times for excellence in team work
- Sponsored a charity cellphone drive within the IT group yielding a larger donation of used cell phones than any other business group within the firm
- Oversaw the donation of approximately eight tons of server, communications, and computer equipment to charitable organizations
- Founded OneFBR, an internal organization focused on morale and corporate culture development

Projects

- Managed the migration from multiple Nortel and Cisco systems to a single CUCM cluster (approximately 1200 stations across 11 locations plus connectivity to the London cluster)
- Developed and implemented an end-user training program for Cisco phones and features
- Created over 360 pages of detailed documentation from procedural guides to rack elevations
- Managed the installation and of multiple regional SONET rings
- Managed the replacement of one SONET ring with an upgrade to an IOS ring
- Developed custom applications for the Cisco phones to meet compliance and customer requirements
- Linked all trading floors for a "one floor feel" via video utilizing repurposed VTC equipment
- Managed the voice and data build-out of fifteen branch office moves in the US and UK
- Managed the design, build, and hand-over of the technology move of HQ to a new location
- Managed the voice and data build and then closure of an office in Australia
- Participated in the design and implementation of two data center facilities
- Replaced the legacy audio conferencing system
- Replaced the legacy 4-wire hoot infrastructure with an IP-based system
- Upgraded the entire A/V network (26 endpoints) from legacy ISDN connectivity to IP
- Established the "FBR Channel" for internal communications over television within the firm
- Oversaw the installation of an email-based faxing solution
- Upgraded and consolidated four regional IPC Trading phone systems
- Recabled the entire NY LAN room to meet established standard
- Managed the voice and data move from incumbent to new carrier across multiple locations

Administration

- Created documentation methodologies used for project origination resulting in more accurate and better prepared project concept presentations from the engineers
- Instituted the firm's first centralized invoicing system for telecommunications costs
- Identified over \$600k/year in cost savings through invoice audit and contract renegotiations

FBR Capital Markets (Feb 2005-Dec 2005)

Senior Communications Engineer

- Maintained IPC Trading Systems switches in VA, NY, MA, and CA
- Maintained IP-based enterprise-wide hoot-and-holler system (IPC's EHI and ETC systems)
- Performed all MAC work related to trader voice systems (turret, hoot)
- Provisioned and maintained circuits and circuit inventory dedicated to trading
- Provided backup support for A/V engineer

Accomplishments

- Installed remote-access capabilities to all 4 systems resulting in better response time to requests
- Overhauled the hoot-and-holler and global intercom systems resulting in more reliable systems and improved ease to administer
- Audited circuit inventory resulting in \$11k/ month savings
- Created documentation methodologies to track and maintain circuit and user inventory
- Established a baseline inventory at each location resulting in improved uptime

ComSys (Jan 2003-Aug 2004)

Senior Trader Voice Engineer - contracted to JPMorgan Chase & Co.

- Performed all MAC work on IPC Alliance turret trading system
- Administered the Speakerbus hoot-and-holler system
- Maintained the Nicelog voice recorders and provided playback assistance as needed

- Provisioned telecommunications services (ARD/MRD/Hoot/Toll Free/T1)
- Delivered telecommunication services from demarc to desk
- Provided remote support for 9 North American branch offices (some travel required)
- Audited, identified and implemented cost saving strategies (found \$150k/yr savings in circuit costs)

ACNI (Mar 1996-Jan 2003)

Senior Communications Engineer - contracted to JPMorgan Chase & Co.

- Trader Voice Support
 - o Performed all MAC work on IPC Alliance turret trading systems at local site
 - o Maintained NICE, RACAL, and Dictophone recording systems
 - o Maintained backups and provided playback assistance for all trader voice recordings
- PBX/Voice Support
 - o Performed moves/adds/changes on Avaya G3r PBX in office with over 800 clients
 - o Performed general inventory, billing, and purchasing duties
 - o Audited, identified and implemented cost saving strategies (over 2 yrs, \$14,000 / year savings in cellular costs)
 - o Developed documentation system and methodology used for telecommunication services throughout N America
- Helpdesk
 - o Performed hardware moves, upgrades, and general troubleshooting
 - o Provided TIER I support of Novell, MS 98/NT/XP, MS Office applications, Lotus Notes, Internet Explorer, etc.
 - o Participated in 24/7 on-call rotation
 - o Developed numerous Lotus Notes databases used for helpdesk and inventory
- Audio/Video Support
 - o Setup and supported audio and video conferences using Polycom, Gentner, AMX and other equipment
 - o Provided TIER I support for visitors and clients giving computer-based presentations

TheatreChicago.com (Oct 1998-Jun 2002)

Founder and President

- Established a traffic volume in excess of 150k hits per month without any formal advertising
- Developed the concept and provided all design elements
- Wrote reviews for over 80 theatre productions
- Produced original, theatre-related articles
- Managed a team of writers, editors, and reviewers
- Negotiated key partnerships that added value and content

Professional Training

Foundations of Crestron Programming, Fulton, MD

Smart Graphics Training (Crestron), Fulton, MD

Project Management for AV Professionals (Infocomm), Las Vegas, NV

CCNA Boot Camp, Global Knowledge, Arlington, VA

Management Skills for New or Prospective Managers, CareerTrack, Washington D.C.

Telecom Expense Management and Auditing, CCMI, Atlanta, GA

Cisco Multiband Switch and Service Configuration, Sequoia Networks, San Jose, CA

Definity Basic Administration Training, Lucent Technologies, Chicago, IL

IntranetWare: NetWare 4.11 Administration, Teknowlogy, Chicago, IL

Lotus Notes Application Development I, Teknowlogy, Chicago, IL

Administering Microsoft Windows NT 4.0, Productivity Point, Chicago, IL

Lotus Notes Application Development II, Productivity Point, Chicago, IL

Education

Palm Beach Atlantic College – West Palm Beach, Florida – Bachelor of Arts in Theatre - 1994