Glenn C. Hay-Roe
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Braun Northwest
Chehalis, Washington

Dear Braun Northwest Recruiting Team,

My friend Scot Calkins suggested that I forward my resume and this cover letter on to you for your review.

I have a strong background in Information Technology and customer service, and would be interested in a conversation with you or one of your colleagues about any suitable opportunities in your organization.

I’ve always felt a closeness to medicine (my father is a retired Plastic Surgeon in Hawaii); first responders (my brother is a firefighter/paramedic in Oregon); and the automotive industry (I’m a Volkswagen enthusiast who loves car shows), so an opportunity to support the intersection of those passions would be exciting to me.

I’ve also heard good things about your organization from Scot, and have really enjoyed learning more about the work of your company from your website. I especially enjoyed seeing those four Ford EMS vehicles serving the County of Honolulu parked in front of Diamond Head!

I thrive on providing customer satisfaction in fast-paced environments and enjoy helping customers over the phone and in person. I know how to make people feel cared for, and then move on to resolve the technical issue at hand with a combination of professionalism, technical skill and empathy.

I’ve spent over twenty years in Information Technology, including thirteen years in Information Technology service with the State of Washington, and have distinguished myself with exceptional service in both the public and private sectors, resulting in my receiving “Employee of the Year” recognition in both of these arenas.

This experience specifically includes over ten years of Call Center or Helpdesk experience supporting, installing and maintaining computer software applications, computer hardware, telecommunications and network infrastructure equipment, as well as over eight years of similar experience in the private sector.

My public-sector service includes a significant role in a cooperative project resulting in the deployment of the first agency-wide Voice Over IP (VoIP) phone system in the state of Washington. My work in the private sector included support during both day-to-day operations and times of critical outages for hundreds of organizations and thousands of customers; the management of critical voice and data circuit installations, and much more.

I’m not constrained by my job description, I do whatever it takes to get the job done, and I stay ‘on-task’ until the job is completed. I’m detail-oriented, articulate, and professional while still being personable.

I strive to add value to the workplace environment, and have a long history of leaving both colleagues and customers pleasantly surprised at how we’ve navigated challenging and demanding business situations together. I value relationships with customers and colleagues, and gain great satisfaction from serving and honoring others.

I look forward to speaking with you, and learning more about whether I might be a valuable addition to your team at Braun Northwest.

 Sincerely,

 Glenn C. Hay-Roe

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| Glenn C. Hay-Roe |

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**Objective:**

To harness my skills in customer service, voice and data networking and telecommunications to positively impact the workplace. To be part of a team that accomplishes great things, to serve others in roles where my skills and experience make a difference, and to bring professional fulfillment to myself and others.

**Experience:**

Continuant From 2007 to 2015, served in several positions with Telecommunications Maintenance and Managed Services Provider ‘*Continuant*’, including:

Continuant – Named Account Manager – 2014-2015

* Served Government and Education sector customers, taking advantage of over 15 years of public sector service
* Served as a responsive single point of contact, coordinating resolution of problems as rapidly as possible, regardless of cause.
* Leveraged my experience in voice and data networking, project management, outage management, negotiation and problem-solving to craft win-win solutions while ensuring that customers felt well-served.
* Managed stressful and demanding situations such as system outages professionally and promptly. Resolved current issues while proactively planning to address and resolve future issues, acting as a trusted advisor to help my customers plan their future technology roadmap.

Continuant - Carrier Services Project Manager – 2009 - 2015

* Managed critical circuit and system outages, including diagnosis and troubleshooting of voice and data issues and problems, communicating with carrier suppliers and customers on every aspect of ticket management, problem resolution, and follow-up.
* Managed implementation projects on voice and data circuits of all sizes serving networks and Call Centers, in the context of migration from one service provider to another, upgrades, and technology platform changes.
* Managed all post-sale aspects of customer's relationship with their voice and data service providers, and served as trusted advisor and single point of contact between customer and carrier.
* Communicated effectively with both supplier partners and customers to ensure positive outcomes and forge lasting relationships with customers, carrier contacts and vendor partners.

Continuant - Predictive Dialer System Engineer– 2008 - 2009

* Supported internal and external customers in the triage, diagnostics, troubleshooting, and resolution of complex and often intertwined hardware and software issues. Provided training for colleagues and customers and assisted with curriculum development for Predictive Dialer System Training. Worked during scheduled hours and on an on-call basis in the support of the Avaya Predictive Dialer System.
* Supported the Avaya Predictive Dialer System (PDS) in a technical support role in Call Center environments. Built on my experience of Unix, database management, and the troubleshooting and support of the Predictive Dialer System to provide support of medium to large Corporate Call Center environments.

Continuant - Information Technology Helpdesk Technician – 2007 - 2008

* Supported over 150 internal and external end-users at company headquarters and remote locations. Performed troubleshooting and resolved a wide variety of issues related to computer hardware and software, voice and data infrastructure, Call Center hardware and software, telecommunications and cellular hardware and software.
* Gained a broad understanding of the systems I supported, assisted with User Account Creation, implementation of new systems, services, and servers, and rapidly embraced a key role in supporting systems of the company that were new to me.
* Worked during scheduled hours and on an on-call basis to support systems critical to the business operation of both internal and external customers.

Washington State Office of the Attorney General

Office of the Attorney General (AGO) - Information Technology Systems Specialist 2,3,4; Information Services Division (ISD), Olympia, WA.

2004 – 2007

* Served as Project Management liaison between the business, technical and vendor communities, meeting complex business needs with sophisticated technical solutions for a demanding customer base of attorneys and professional support staff.
* Served as Technical Lead on the first agency-wide VoIP (Voice over IP) implementation in a public agency in the state of Washington, resulting in the successful implementation of over 1700 Cisco phones.
* Created and refined project-related documents, kept stakeholders and vendors informed of ongoing progress, communicated requirements and expectations between the business and IT communities and our vendor partners.
* Served as a key resource in the information-gathering, implementation, and customer-training processes in partnership with vendors, traveling to offices and Call Centers across the state throughout each stage of the project to ensure a consistently successful outcome.

1998 - 2004,

* Provided senior level technical consultative services and support to over 1400 technical and business staff within the Office of the Attorney General in a series of increasingly progressive positions.
* Supported systems with a state-wide impact, providing both remote and on-site telecommunications and computer
* Performed diagnosis, trouble-shooting, and repair of telecommunication systems, voice and data networks, call center operations, PCs, printers and peripheral equipment, as well as delivery of customer training.
* Coordinated delivery of telecommunications services between customers, vendors, and other IT staff, in the AGO Customer Support Center and in offices across the state of Washington.

Washington State Department of Health

Department of Health (DOH) - Computer Technical Specialist 1, Computer Information Consultant 1., ESP Campus Information Services Unit. 1994-1998

* Provided technical consultative services both on-site and remotely to approximately 450 agency staff members.
* Performed diagnosis, trouble-shooting, and repair of PCs, printers and peripheral equipment, as well as customer training services.
* Coordinated delivery of services between customers, vendors and IT staff.

Department of Health (DOH) - Office Trainee, Clerk Typist II & Clerk Typist III, Health Professions Quality Assurance Division, Medical Customer Service Unit - 1991-1994

As Medical Board Case Coordinator,

* Served as a primary point of contact for consumers filing complaints with the Medical Disciplinary Board.
* Tracked complaint cases through the investigative and review processes, providing a central point of communication for various departments within the Board.
* Summarized case workload and assignments for various staff and Board members, created correspondence to inform consumers and licensees of complaint case disposition.
* Communicated with and defused demanding and sometimes irate customers and licensees.

As Licensing Representative,

* Performed tasks related to the licensing of Physicians and Physician Assistants in the state of Washington.
* Communicated complex licensing requirements to applicants and citizens, prepared applications for further review, maintained the licensing database, and performed routine administrative support services.

GCH Consulting

* 1990-present Owner/President, GCH Consulting, Lacey, WA.
Assist with the installation, configuration and trouble-shooting of computer hardware and software as well as training and assisting computer customers.
* Install and configure hardware, software and peripherals.
* Advise clients on purchase decisions related to computer hardware, software and telecommunications equipment.
* Design, create and implement personal computer networks and telecommunications solutions.

Recognition/Awards

Continuant *Customer Service Center "Culture Club Award*" *(Lifetime Award) 2015 –*

* As the first-ever recipient of the this award in 2013, I was extremely honored to have this award "retired with me" upon my departure from Continuant by my manager on behalf of the Vice President of the Customer Experience. This award is given to the employee who best exemplifies Continuant's "Culture of Service".

Continuant *Impact Player of The Year, Fiscal Year 2011* –

* I was recognized for the significant changes I helped implement in Continuant’s Carrier Services product offering, fostering increases in customer satisfaction and retention, as well as improving our level of success in circuit implementations.

Office of the Attorney General Information Services Division *Letter of Recognition* from Attorney General Rob McKenna – 2007.

* Upon my departure from the Attorney General’s Office, I was honored to receive a personal message from Attorney General McKenna, thanking me for my service and praising my dedication, technical expertise, and ‘kind and gracious demeanor’.

Office of the Attorney General Information Services Division *Annual Respect Award, 2003* –

* I was recognized by my peers for excellence in interpersonal skills with the *Respect Award* for 2003.

Office of the Attorney General *Employee of the Year Award, 2000* –

* I was recognized as Employee of the Year for excellence in Customer Service, as well as for success in the acquisition of used telecommunications systems from other state agencies, resulting in a cost savings to the Office of the Attorney General and the State of Washington of approximately $250,000.

Professional affiliations

2001-2007 Member, Information Processing Manager’s Association (IPMA) Forum Planning Committee.

* Assisted in the planning and preparation of the largest public-sector trade show and educational forum in the Pacific Northwest. Assisted with preparation of the educational components of the Forum, coordinated roster of participating vendors and their presentations, assisted with marketing and publicity efforts. Provided feedback and follow-up information to insure a plan for the ongoing improvement and increased success of the Forum.

1999-2002 Position: Chairman, Washington State Telecommunications Association (STA)

* As Chairman of this Professional Trade Organization, I coordinated and chaired Monthly and Annual meetings, solicited vendor presentations and communicated professional needs of the public-sector telecommunications community to the vendor community. Partnered with representatives of state and local governments and vendors to reach common solutions related to telecommunications, and achieved a significant increase in STA membership.

Education

1988 - 1992: South Puget Sound Community College, Olympia, WA.
Major Subjects: Computer Science and Computer Software. (intermittent study, degree not granted)

1981 - 1984 Windward Community College, Kaneohe, Hawaii.
 Degree: Associate of Arts in Liberal Arts;
 Major area of study: Business Administration. Minor Subject: Communication.

Related Skills:

 Type >40 wpm, skilled in the use of (and training others in the use of) the following computer software programs: all versions of Microsoft Office, Microsoft Outlook, Microsoft Project, Microsoft Windows Operating Systems and multiple other computer programs. Fluent in computer and telecommunications hardware and software diagnostic and troubleshooting skills.

References:Available upon request.

(Updated January 2017)