

JAMES W. BRACKETT

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Greensboro, NC 27410**

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SUMMARY

A highly experienced, seasoned and technically sophisticated manager with over twenty five years experience in large scale telecommunications projects, travel management and print center operations; Proficient in network architecture, new installations, troubleshooting and disaster recovery systems; Well organized, hands-on, honest and trustworthy.

EXPERIENCE

**CENTER FOR CREATIVE LEADERSHIP
Greensboro, NC**

March 2000 - February 2009

Group Manager, Facilities and Technical Operations

July 2002 - February 2009

Managed a team of telecommunications technicians and analysts maintaining and supporting voice, data and video communication systems within the organization. Identified issues and appropriate course of action for domestic and international locations; Supervised the print center operations and procured travel contracts for air and land expenditures.

- Led the installation team in the upgrade of voice switches, voicemail and contact center functionality at domestic and international locations; Installed call recording and call alert software; Managed a \$110k budget for the development, testing and deployment of a disaster recovery system;
- Negotiated multiple wireless contracts with all major carriers for worldwide voice, data and text messaging; Reduced costs by 15% saving over \$60k annually; Implemented organizational wide volume and shared service plans; Leveraged the business relationship with our primary wireless carrier to install a dual CDMA/iDEN in-building antenna system at no cost to provide enhanced signal strength;
- Analyzed telecommunications system functions to identify inefficiencies and incorrect billing rates; Implemented changes such as adding or deleting carrier services, Formulated new configurations and updated existing configurations for call processing leading to overall productivity increases of 20%;
- Well versed in the negotiations with national and international airlines, car and hotel companies; Managed relationship with travel management company and on-site agents; Implemented an on-line booking tool and led multi-campus team to author corporate travel policy; Reduced airline cost up to 10% and reduced daily car rental rates \$25k annually through diligently requesting proposals as market conditions warranted.

Telecommunications Manager

March 2000 – July 2002

Performed managerial and supervisory duties with direct responsibility for planning, procurement, operational testing, evaluation, implementation and maintenance of all telecommunications support; Determined staffing levels and training requirements for department personnel; Planned network and space requirements and organized the implementation of sophisticated communication systems.

James W. Brackett Resume

- Negotiated worldwide \$300k contract for voice, data and video connectivity, reducing cost by 30% annually;
- Installed ISDN-PRI-BRI switch trunking providing 25% savings through enhanced feature capabilities including switched digital video, caller ID and call by call channeling;
- Acted as a key member of the business continuity team by adding dual entrance fiber optic ring, providing access for carrier network services for troubleshooting; Allowed for flexibility to switch network access between two campus nodes on the ring in the event of a disaster.

TIME WARNER TELECOM Greensboro, NC

**October 1995 – November 1999
Director of Operations**

Responsible for telecom operations in the Triad; Planned and installed fiber optic rings across the region using cable company right-of-ways; Designed network terminating equipment in client locations, by-passing the local exchange company and reducing customer expenses significantly; Supervised the planning and installation of a new central office facility equipped with a #5ESS switch providing dial tone services to over 100 customers;

AT&T SOLUTIONS Greensboro, NC

**April 1995 – October 1995
Solutions Specialist**

VF/BLUE BELL Greensboro, NC

**January 1971 – January 1995
Corporate Telecommunications Manager**

EDUCATION

UNIVERSITY OF NORTH CAROLINA, Kenan-Flagler Business School Chapel Hill, NC

**M.B.A
May 1970**

GEORGIA INSTITUTE OF TECHNOLOGY Atlanta, GA

**B.S. Industrial Management
June 1968**

U.S. Military, Captain, Active & Army Reserve

June 1968 – June 1976

TECHNICAL SKILLS & TRAINING

**Microsoft Office, Nortel Networks, Central Office & Premise Based Switches,
Microsoft SharePoint, WebEx, American Express AXIS @ Work**

REFERENCES – Furnished Upon Request