

# Adam Oppedisano

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## Skill Summary

- Voice Over IP PBX & SIP PBX Customer Services
- Data Networks - Firewalls, switches and routers
- IP Surveillance Systems
- Cloud Backup and Disaster Recovery
- Door Access and Control Systems
- UCaaS/Call Center Applications as well as ACD/UCD
- SIP, TCP/IP, T1 and PRI
- Fluent with Unix, Red Hat DOS and Windows systems
- Fluent with HTML Web Site Design
- Remote Access including FTP, Telnet, PC Anywhere
- Healthcare Televisions and Nurse Call Systems
- Category 5, Category 6, Aerial and burial cabling
- Manager/Supervisor of Customer Support Agents
- Writing documentation & providing training

## Tools

- AppNeta
- Splunk
- Hecic
- Smokeping
- Looker
- Grafana
- CheckMK
- Nagios

## Work History

### **Broadcom - May 2022 to Present**

Solution Engineer/Technical Account Manager

- Performing value alignment with strategic customers.
- Building relationships across customer's or partner's IT silos and offerings to understand, build, document and share our knowledge of their infrastructure, challenges and potential technical impact of planned projects.
- Understand and act as a valued resource early and often within the customer's decision-making process (e.g.: during the idea or conceptual stages).
- Identify and lead adoption strategy and activities with key customers.
- Maintain account opportunity, engagement and adoption information.
- Managing and directing team members within assigned accounts.
- Maintain understanding of the Agile Operations Divisions (AOD) capabilities/products across the entire portfolio.
- Maintain good understanding of the domain (functional and technical) and AOD solutions in the AI, Network and Systems Management domain.
- Maintain understanding of 3rd party solutions and tools related to the domain.
- Perform demos and proof of value for AI, Network & Systems Operations solutions.
- Present solution & adoption roadmaps to customers.
- Collaborate with stakeholders across Sales, R&D, Services, and Management to ensure synergy and consistency across solutions (in terms of technology, architecture and roadmap) in assigned customers.
- Collaborate closely with other domain members within and across territories to ensure crosspollination, collaborative learning and 360-degree understanding of assigned accounts.
- Collaborate in the definition and execution of account marketing activities.
- Manage a portfolio of top tier clients
- Project tracking & management of solution deployments into complex customer environments.
- Deploy, Configure, Train, and Progress value from Broadcom solutions to ensure the customer required business outcomes are met or exceeded.
- Deep-dive and report on your portfolio's adoption to reveal successes, value, challenges, and recommended improvements.
- Act as a point of technical escalation and coordination for issues and projects involving the solution.
- Take ownership of escalated technical issues and own them to completion.

- Provide product feedback and suggestions for improvements from our top clients.
- Be the customer advocate to help prioritize Product Management and Development efforts.
- Raise product defects and influence the product roadmap.
- Perform scheduled and ongoing technical training, demonstration, and coaching of all value areas of the SaaS offering.

### **Catchpoint - March 2022 to May 2022**

Technical Customer Success Manager

- Assume full accountability of the customer journey, from On boarding through Renewal
- Conduct regular business reviews and monitor account health to maximize account retention
- Map Catchpoint's value to client's organization, goals, and challenges to generate growth
- Drive engagement and adoption of Catchpoint's platform
- Transform clients into partners, developing champions and obtaining executive alignment
- Evangelize success outside of the platform by promoting success in client's craft and careers
- Be a customer advocate while capturing customer feedback for Product and Marketing
- Partner closely with Catchpoint Sales, Support and other Technical teams to ensure an exceptional customer experience

### **Fuze - November 2017 to February 2022**

Technical Support Manager, Network and Platform

- Identify, develop, and implement service improvements, resulting in measurable customer satisfaction improvements
- Ability to effectively operate in very dynamic and sometimes ambiguous situations
- Ability to logically break down and prioritize complex (often technical) problems to enable resolution in an objective manner
- Review cases to ensure expectations are exceeded
- Constantly assess and align resources to the needs of the business and customer
- Proactively communicate with internal and external customers
- Demonstrate passion for customer satisfaction and ignite that passion in others
- Introduce methods you know will improve the way your team operates
- Identify ways to increase efficiencies
- Own the processes you put in place and take pride in helping develop company communication
- Oversee the management of tickets within the Network Support Engineering team
- Work to resolve technical network-related issues as an individual or utilizing high level technical resources
- Participate in call center environment for network-related issues escalations, internally and externally
- Participate in after-hours On-call rotation

### **Fuze formally ThinkingPhones - February 2016 to October 2017**

Senior Critical Situation Manager

As a member of the Global Center of Excellence Organization, as the Senior Critical Situation Manager, I manage the most urgent customer problems involving Fuze products and services, am the communication focal point for the customer, and I oversee all resolution efforts from the initial problem identification to post-mortem analysis. I also act as a customer advocate to help drive improvements across various internal organizations.

- Own and manage critical situations through completion
- Manage all Internal and External Communication
- Identify and assess impact and urgency of each situation, develop plan of action
- Act as single point of contact (SPOC) for internal and external stakeholders
- Leverage internal resources to drive critical issues to successful resolution
- Build relationships with internal Teams and the customer
- Document events, conversations, solutions
- Create case studies
- Define process and escalation points for critical customer situations
- Establish and develop key relationships within the Fuze global organization to align and leverage global customer support initiatives
- Drive alignment of support processes within customer care center of excellence
- Lead cross-departmental process improvement to maximize customer retention and revenue

- Employ practical experience for managing customer conflict
- Foster collaboration within a cross-functional environment

### **ThinkingPhones - May 2015 to January 2016**

Senior Level Network Support Engineer

- Work directly with customers' IT and Network personnel through phone, email, and case management system to troubleshoot and resolve customer reported network issues
- Configure and support Routers, Switches, Firewalls including but not limited to Adtran, Cisco, Juniper and SonicWall
- Restore, recover, or alter configurations, logical or physical, to maintain service integrity
- Respond proactively and appropriately to client monitoring alarms
- Manage multiple issues in parallel, taking responsibility for meeting SLA and updating customers
- Proactively suggest and implement process improvements
- Configure and support T1's, setting up QoS, separating voice endpoints on their own VLAN, applying custom inbound / outbound rules to the firewall, etc
- Configure and support DIDs, Number Portability, TDM circuits, Data access DSL/Cable/T1/Metro Ethernet
- Configure and support OS - Linux (and / or other Unix and command line VM
- Network analysis fundamentals and troubleshooting skills
- Communicate verbally and in writing with customers in a professional and friendly manner
- Network troubleshooting of SaaS based architectures including network fundamentals (OSI Model, TCP/IP, Ethernet, routers, switches, firewalls) and any hands-on experience with routers / firewalls
- Packet capture analysis using ethereal/Wireshark or equivalent

### **ARO IT Solutions, MA– 2005 to May 2015**

Owner/Operator

- Design and implement Key Phone Systems, PBX's, VoIP PBX's and UCaaS
- Design and implement Data Networking Equipment
- Design and implement Voice and Data Cabling Plants
- Business Desktop Computer Solutions
- Cloud Backup/Disaster Recovery
- IP Surveillance Systems and Door Access Systems
- Point of Sales Systems

### **Total Communications, MA, CT & RI– May 2005 to September 2005**

Customer Service Technical Sales Engineer

### **3COM Corporation, Marlborough, MA – September 2000 to April 2005**

Customer Service Technical Support Engineer / Pre-Sales Technical Engineer

### **AVA Technology Inc., Billerica, MA – April 2000 to October 2000**

Customer Service Technical Support Engineer

### **ITI Inc, Lansing, MI – January 1998 to March 2000**

Communications Technician/Field Engineer

### **PBX Inc., Malden, MA – October 1993 to December 1997**

Communications Technician/Field Engineer

## **Other Accomplishments**

Red Cross Volunteer.....	September 11 Search & Rescue - NYC
DOOD Productions .....	Music studio recording and production