

William Browning

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Objective: Seeking an opportunity that will allow me to utilise my research and writing skills to provide educational and entertaining content.

Employment History:

Freelance, London, UK (04/2015 – Present)

Content Writer

- Writing and editing of the original content
- Creating and developing story ideas
- Creating and developing series ideas under informative, persuasive and narrative style format
- Working with private clients to provide content that supports the benefits of their goods and services

Dimension Data, London, UK (08/2013 - 08/2014)

2nd Line Support Engineer - Visual Communications

- Performing backups for estate infrastructure
- Knowledge of CUCM
- Knowledge of CTS Manager
- Analysis of infrastructural event and cdr logs to determine the cause of call errors
- Provisioning directories to endpoints via TMS
- Router configuration
- Basic knowledge of firewall port management Cisco traversal assent
- API command knowledge
- Provisioning of Text File base phone directories
- Camera rescue procedures and camera management
- Basic knowledge of Linux program commands
- Basic knowledge of network troubleshooting
- General estate and endpoint and management
- Administrator skills and troubleshooting of Cisco infrastructure to include VCS, VCSE, CTMS Manager, TP Manager and CUCM

Dimension Data, London, UK (04/2012 - 08/2013)

1st Line Support Engineer-Visual Communications

- The initial point of contact for clients to deal with booking and troubleshooting issues
- ISDN Gateway and IP Gateway management
- Template creation for endpoints in TMS

- Performed both SIP and H.323 registration issues for endpoints registered on VCSC and VCSE
- Familiarity with verifying Http, Https and SNMP error management
- Performing software upgrades both locally and via TMS
- Creation and maintenance of Movi/Jabber accounts
- Providing TMS notifications for endpoint
- Endpoint standardisations via both hosted and remote process
- Setting up configuration templates for endpoints via TMS
- Providing endpoint back-up
- Booking and launching calls via TMS and Codian MCU
- Familiarity with MSE, IP Gateway, and ISDN Gateway operations
- Excellent customer service skills

Royal Batuke Music Agency, London, UK (12/08 - 03/12)

Operations Coordinator

- Developing and tracking accounts payable and receivable system
- Promoting business via Facebook and Twitter with regular updates
- Created Web video wheel supported by Blog entries and customer reviews
- Managed client acquisition and liaison as well as establishing vendor relationships
- Project management of events schedules, organising itineraries and monitoring client feedback following the events
- Relationship management with talent, coordinating travel arrangements, accommodation and all necessary paperwork including ensuring visas are obtained
- Completed creation of written copy for the entire website
- General administration support ensuring the smooth running of the office

Outstanding Achievements:

One of 100 employees (from 30,000) nominated for a 2013 Dimension Data Pinnacle Award

And for December 2013 Dimension Data Guiding Principles Award Special Skills and Education

Technical Skills:

Word Press, Google Docs, Wix, Grammarly, SquareSpace, Contentful, Filemaker Microsoft Office (to include Outlook, Excel, Word and PowerPoint)

Education:

Bachelor of Arts in Communications, Fairfield University, Fairfield, CT (1998)

Status:

American and EU Citizen