

Duncan Dexter

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720 592 8549 • Aurora, CO, US

Team leader with a knack for identifying process gaps and the initiative to develop functional long-term solutions that adapt to the organization's needs. Solid history of troubleshooting skills across multiple platforms including documentation and core competencies in root cause and prevention. Obsessed with customer experiences and providing clear communication and resolutions to issues. Passionate learner who is always motivated to take on new challenges.

Areas of Expertise include:

- SIP School Certified
- Telecom / VoIP
- Linux/Unix
- Ribbon 7k
- Documentation Management
- Process Improvements

Professional Experience

Intelepeer, Denver, CO

NOC TECH TIER 1

(FEB 2020 – PRESENT)

- Served as the front-line connection for issue resolution between Intelepeer and our customers.
- Built the bot solution that integrated CPaSS and Salesforce systems to automatically process cases, resulting in over 600 case reduction from the workflow since inception, and removed 1 hour of daily work from the team.
- Top Tier 1 issue resolver in 2021 and 2022.
- Coordinated issue resolution between multiple external carrier teams.
- Identified potential capacity issues and facilitated capacity increases to call volumes saving customers from productivity loss.
- Diagnosed issues utilizing Soft Switch, Accounting, Debug, and Syslogs.

AirBnB, Aurora, CO

TRUST AND SAFETY TECHNICIAN

(MAR 2017 – NOV 2017)

- Secured the integrity of the AirBnB platform by analyzing host information to improve positive customer experiences with the platform.
- Optimized host review process to reduce the time it took to identify fraudulent accounts increasing team productivity by 3X.
- Identified bad uses within the network and performed recommendation analysis for removal from the platform.
- Conducted investigations of damage reports from hosts and performed compensation analysis and distribution where applicable for resolution.

Your Needs Digital Media Agency, Denver, CO

DIRECTOR OF WEBSITE & MOBILE DEVELOPMENT

(SEP 2016 – JUL 2017)

- Spearheaded all activities related from conception to development and maintenance of customer websites and mobile applications
- Modelled user interfaces of customer facing deliverables including architecture and design.
- Designed customer specification documents to drive development decisions for over 40 individual websites and mobile applications.
- Performed project tracking through clear and concise status and time management reports; proactively identified potential issues and tracked progress against customer commitments.

Native Rank, Denver, CO

WEBSITE DEVELOPER

(AUG 2015 – AUG 2016)

- Developed and launched over 40 websites for customers utilizing the wordpress platform, and recognized as the top developer for the company
- Composed and implemented project roadmaps and milestones lead key stakeholder engagement and accountability, and communicated project status with relevant stakeholders.
- Maintained website continuity by providing continual updates to sites for customers and liaising with copywriters to ensure proper website optimization
- Executed search engine optimization to promote customer products to their customers with top google rankings.

DoBizLo, Denver, CO

WEBSITE DEVELOPER

(JAN 2015 – AUG 2015)

- Operated as a 1-man development team that managed a portfolio of over 30 websites from design, development, and through maintenance.
- Prioritized providing transparency to work at all levels from ideation to delivery.

Jezweb, Newcastle, Australia

TECHNICAL PROJECT MANAGER OF WEBSITE DEVELOPMENT

(JUN 2013 – JAN 2014)

- Managed an internationally distributed team of over 15 developers and led them to the most profitable year to date
- Created project plans to fit stakeholder and customer needs and deliver in budget on desired outcomes, with full accountability for project results.
- Implemented quality control pipelines to maintain operational excellence

Charlie's Garage Media Agency, Newcastle, Australia

DELIVERY MANAGER

(JAN 2013 – JUN 2013)

- Served as key liaison between customers and the development teams.
- Translated customer needs into functional technical requirements.
- Communicated daily with customers to provide accountability and transparency on project deadlines.
- Managed over 100 customer accounts and invoices

*Additional experience as **EMT-B**, Denver, CO, Jan, 2019-Jan, 2020 & **Line Cook**, Castle Rock, CO, Apr, 2018-Jan, 2019*

Education & Training

Computer Science

Metropolitan State University, Denver, Colorado

Emergency Medical Technician - B

Arapahoe Community College, Littleton, Colorado

Technical Proficiencies

Microsoft Office | SIP School Certified | Telecom | VoIP | Linux Unix | Ribbon 7k | Front End Development | HTML | CSS | PHP | Project Management | PSTN | TCP/IP networking fundamentals | BGP | OSPF | SIP | RTP | IP | TCP | UDP | DNS | DHCP | T1/E1 | Ethernet | firewalls | IT security best practices |