

Profile Information — Young Ran Smith

League of Korean American of MD (LoKA-MD) - 2015

President, Howard County Chapter
Volunteer Position

Korean American Senior Association of Howard County (KASA) – 2016

Program Director
Volunteer Position

AARP: 1989-2011

601 E. Street, Washington, DC 20049

2007-2011: Client Engagement, Senior Manager

Function as senior technical consulting lead for all contact center telephony solutions implementation and support for the AARP call center telephony infrastructure. Provide technical guidance in the development and certification of all call center and IP telephony system designs and configurations, the establishment of call center telephony implementation policies and guidelines for integration of solutions across multiple business units, outsourced contact centers and vendor relationships, and IP telephony and call center applications. Manage all staff and consultant relationships as they relate to development, design and implementation of contact center telephony solutions.

Specific responsibilities include: Providing leadership on all telephony solution design, development and implementation projects throughout the AARP enterprise; consulting and engaging client business organizations and partners in the development and execution of overall telephony strategy and roadmap; managing key contact center telephony relationships; monitoring performance and delivery of pre-defined business objectives and architecture; providing technical consulting and project management to client business groups on all contact/call center integration projects and assignments; and demonstrating cooperation and accountability in all client business and ITS group interactions and deliveries.

2004-2007: Manager, Integrated Voice Management (IVM)

Was responsible for the research, deployment and management of IP telephony voice solutions implementation and support of AARP's national (DC), Rockville (MD), Lakewood (CA), and Newington (VA) offices, and IP video solutions across the AARP enterprise, within a converged IP voice and data environment and MPLS network infrastructure. Collaborated on the development and certification of IP telephony voice and video system designs and configurations. Established

IP telephony implementation policies and guidelines for integration of solutions across multiple business units, outsourced contact centers and vendor relationships. Managed all staff and consultant relationships as they related to development, design and implementation of telephony solutions. Provided technical guidance and mentoring to the subordinate staff members and consultants assigned by the client business unit or the ITS home organization.

1999-2004: Project Manager Voice Communications

Coordinated daily strategic and tactical planning for application development and technology design of voice communication services. Defined and developed resource allocation to conduct and support partnerships of Association business that promoted member focus and quality customer service. Interfaced with management to coordinate departmental telecommunication plans with the Association's business plan. Coordinated voice integrated services with customer, vendors, and volunteers to support their activities. Served as advisor to the Call Center.

1989-1999: Senior Voice Communications

Responsible for the daily operation and technical administration of telephone, voice mail, video/audio conferencing, call accounting systems and other subsystems. Supports requests for T1, ISDN, and IP data interfaces, computer telephony integration(CTI), Interactive Voice Response Unit(IVRU), and other specialized voice and data communication applications.

Responsibilities included developing system configurations for the installation of circuit cards, internal and external telephone lines, T1 trunks, and PRI-ISDN circuits; programming equipment port and administers cross-connectional assignments for voice terminals and/or adjunct equipment; supervising vendors during system installations, upgrades, and maintenance of services; monitoring, troubleshooting voice and video network traffic, and IP data interfaces to ensure proper bandwidths were allocated over the Wide Area Network during video/audio calls; providing status updates on all alarms and provides technical support to vendors and/or IT to resolve problems; coordinating daily work requests and plans for department moves, reorganizations, and video/audio conference meetings; overseeing the administration and support of the automated call distribution system and call management and interactive voice response systems and providing technical support for Member Contact Centers in Lakewood, California, West Mifflin, Pennsylvania, and Catalyst 360.

RFF (Resources For the Future):
Washington, DC

1985-1988 Voice Communications Analyst
Responsible for the daily operation and technical administration of telephone, voice mail, video/audio conferencing, call accounting systems and other subsystems. Managed these operations in tenant and campus environment including requests for T1, ISDN, and IP data interfaces, computer telephony integration, and other specialized voice and data communication applications.

Educations:

1975-1978 William Penn Senior High School, York, PA

**1978-1980 Science Major,
York College, York PA**

Certifications:

Avaya Communications Managers
Avaya Modular Messaging Voice Mail System
Definity Platform: G650, G350
AT&T Business Direct
Avaya IVR
Polycom A/V Systems and Accord Platform
Call Management System (CMS)

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