


# JAMES (JAY) GAFFNEY

## Voice over IP Trainer | Visual Anthropologist & Photographer

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 [LinkedIn](#)

## PROFESSIONAL EXPERIENCE

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### **Solutions Training Specialist**

#### **TPx (Telepacific, Inc / DSCI, LLC), Austin, TX**

*November 2011 - July 2025*

- Trained customers and employees, from individuals to 100+ groups, in instructor-led and virtual trainings
- Expert in Broadsoft (12 years), Cisco Webex Calling (7 years) and Microsoft Teams Cloud PBX (2 years)
- Designed, created and presented training materials (online, in-person and on video)
- Managed schedule for 5-person training team
- Subject-matter-expert in call center reporting, soft-phones, VoIP PBX, call reporting and call recording
- Reviewed TPx support website for dead links and accurate content
- Handled escalation of customer issues

### **Production Manager**

#### **Digital Silver Imaging, Belmont, MA**

*January 2007 - October 2009*

- Administered computers and network, including Durst laser printer
- Managed customer/sales databases
- Oversaw all aspects of fine art digital photo printing, using laser technology and traditional photo chemicals
- Maintained inventory for photographic, shipping and lab supplies
- Coordinated with vendors for equipment maintenance
- Ensured MWRA compliance for silver recovery from chemicals
- Developed OSHA-compliant lab safety procedures

### **Grant Writer & Gallery Manager**

#### **Washington Street Art Center, Somerville, MA**

*2005 - 2006*

- Researched funding options for nonprofit artists 20 member artist co-op building
- Organized data, images and biographies to include in grant applications
- Successfully obtained funding from Somerville Arts Council

- Initiated monthly exhibitions and events
- Managed publicity with local media outlets
- Designed exhibit space for multiple mediums

### **Photographic Lab Manager**

#### **Art Institute of Boston, Boston, MA**

*January 1987 - December 1987*

- Oversight of stockroom and all equipment, studios, and black and white and color darkrooms
- Managed hazardous waste disposal

### **Mini-lab Manager & Photo Sales**

#### **Campus Camera & Electronics, Boston, MA**

*1985 - 1987*

- Operation, management and maintenance of Fuji minilab
- Managed store inventory system
- Retail sales of photographic material, cameras, lenses, photo supplies

## **EDUCATION**

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### **Worcester Poly Tech, Waltham, MA**

Certificate in Unix and C, C++, 1998

### **New England School of Photography, Boston, MA**

Certificates in Photojournalism, Advanced black & white printing, 1984-1985

### **Woburn High School, Woburn, MA**

Diploma, 1983

## **TECHNICAL SKILLS**

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### **Voice over IP Telephony**

Broadsoft configuration, administration, and support • Poly/Polycom phone install, configuration, administration, and support • Yealink phone install, configuration, administration, and support • Cisco phone install, configuration, administration, and support • Broadsoft call center configuration, admin and support • Webex VoIP softphones • SmartRecord call recording apps • Akixi call reporting app • Inside wiring and punch-downs

### **Webex**

Cisco Webex Calling configuration, administration, and support • Cisco Webex Calling call center configuration, admin and support • UC softphone • UC application configuration, administration and support • Webex Control Hub admin

### **Windows**

Microsoft Teams Cloud PBX configuration, administration, and support • Microsoft Teams Cloud PBX call center configuration, admin and support • Windows OS from XP to 11

### **Hardware**

Polycom and Poly phones • Yealink phones • Raspberry Pi, various PC/laptop vendors

## **Operating Systems**

**Linux:** Ubuntu, Debian, Redhat and others

**macOS:** macOS from 10 to 15

**Unix:** HP-UX, HP-RT (real-time OS), VME and VMEbus

## **Network**

WiFi, ethernet • DHCP • DNS • Velocloud Orchestrator