


JAMES (JAY) GAFFNEY

Voice over IP Trainer | Visual Anthropologist & Photographer

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 [LinkedIn](#)

 [IMDB](#)

PROFESSIONAL EXPERIENCE

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

Photographer

Jay Gaffney Photography, Lowell, MA

May 1985 - Present

- Every day of 2022, photographed items left on and people visiting Jack Kerouac's grave in Lowell, MA, with a Speed Graphic 4x5 camera
- Kerouac book and exhibit production underway
- Proficient with Canon and Sony digital cameras, film cameras 35mm, panoramic, medium format to 4x5
- Advanced user of Adobe Lightroom, Photoshop, GIMP and Lightroom

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

Cinematographer

Monkeyshed Productions, Portsmouth, NH

Respiration

September 2013 - January 2014

- Pre-production and production of a 14-minute film
- Solely responsible for technical and creative aspects of lighting and camera operation
- Advised Director on lens and camera equipment needs
- Scheduled all equipment rentals

Crossroads

July 2011 - September 2011

- Pre-production, location scouting and production of an 8-minute film
- Solely responsible for technical and creative aspects of lighting and camera operation
- Advised Director on lens and camera equipment needs
- Scheduled all equipment rentals

Wingman

December 2009 - May 2010

- Created visual design and lighting concepts for a 1-hour film
- Solely responsible for technical and creative aspects of lighting and camera operation

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

Magnum Photos, New York, NY

Street photography workshop with Alex Webb, Magnum, 2006

Foundation Center, New York, NY

Workshops in grant research, 2006

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

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

PHOTOGRAPHY SKILLS

Canon and Sony digital cameras

Film cameras: 35mm, panoramic, medium format to 4x5 • Speed Graphic 4x5 camera

Adobe Lightroom (advanced user) • Adobe Photoshop (advanced user) • GIMP

Black and white printing (advanced) • Color printing

Photojournalism

Street photography

Fine art digital photo printing • Laser printing technology

Traditional photo chemicals

Fuji minilab operation and maintenance

Darkroom management (black and white and color) • Photographic inventory management

Hazardous waste disposal (photographic chemicals) • MWRA compliance for silver recovery

Visual design and lighting concepts

PHOTOGRAPHIC EXHIBITIONS

2006

December - Studio 209, Boston, Massachusetts

"Takin it to the Streets", group show of Boston street school

October - Studio 209, Boston, Massachusetts

Group show

September - Boston City Hall, Boston, Massachusetts

Open Studios artists show

September - Studio 209, Boston, Massachusetts

South End Open Studios

May - Studio 209, Boston, Massachusetts

South End SoWa Art Walk

February - elise mankes studio, Marblehead, Massachusetts

"erotik neurotic", group show, Elisa Mankes - juror

2005

November - Washington Street Art Center, Somerville, Massachusetts

"Portraits of Peace & War - Photographs Since 9/11", solo show

October - Depot Square Gallery, Lexington, Massachusetts

"Art on Walden III", group show, Marjorie Cahn - juror

September - Logan International Airport, Boston, Massachusetts

"375 Views of Boston", group show

July - Eclipse Gallery, Boston, Massachusetts

"Three Meals a Day (with Steve Lee)", solo show

June - Willoughby and Baltic, Somerville, Massachusetts

"Second Chance", group show

May - Boston City Hall, Boston, Massachusetts

"375 Views of Boston", group show with over 200 artists

May - Washington Street Art Center, Somerville, Massachusetts

7th Annual Somerville Open Studios

February - Washington Street Art Center, Somerville, Massachusetts
Group show with 11 artists

January - Brookline Arts Center, Brookline, Massachusetts
"Flaneur", Photo Salon discussion with 3 photographers

January - Brookline Arts Center, Brookline, Massachusetts
"Flaneur", group show with 3 photographers

January - Washington Street Art Center, Somerville, Massachusetts
"Movement", group show with 7 photographers

2004

December - Diesel Café, Somerville, Massachusetts
Group show with 11 artists from Washington Street Art Center

November - Washington Street Art Center, Somerville, Massachusetts
Group show with 10 artists from Washington Street Art Center