



TOBY DUX

CONTACT CENTRE TECHNOLOGIST | WWW.TOBYDUX.COM

WHAT I DO

I am a creative solutions engineer with over 20 years of applied professional experience. Currently living and working out of Brisbane, Queensland.

My experience ranges from enterprise and government solutions through to rapid growth startups working with global brands.

SKILLS +

- Curiosity
- Baseline Security Clearance
- Cloud Contact Centres
- Genesys CTI
- Amazon Connect
- Twilio incl. Twilio Flex
- Automation & Testing
- .Net
- WebRTC
- DBMSs
- Agile Methodologies
- Node and .Net Core
- JavaScript + Typescript

CAREER SO FAR (SUMMARY)

DESIGN LEAD @ CYARA • CYARA RESEARCH & DEVELOPMENT
September 2020 – Today

SOFTWARE ENGINEER @ CYARA • NEW PRODUCT DEVELOPMENT
December 2013 – September 2020

CTI TECHNICAL EXPERT @ TELSTRA • CONTACT CENTRE PRACTICE
April 2012 – December 2013

CTI TECHNICAL EXPERT @ TELSTRA • TELSTRA EXTERNAL
January 2007 – April 2012

CTI TECHNICAL LEAD @ TELSTRA • TELSTRA INTERNAL
June 2004 – January 2007

IT SYSTEM SPECIALIST @ TELSTRA • TELSTRA MOBILES
June 2002 – June 2004

CERTIFICATES

- Certified SAFe 5 Practitioner
- Cyara Guru Trained
- Genesys Laboratories • SIP Server Deployment
- Genesys Laboratories • IP Product Foundations
- Genesys Laboratories • Advanced Routing Design
- Genesys Laboratories • Genesys Framework Overview
- SAP BusinessObjects • Web Intelligence XI Report Design
- Cognos Suite



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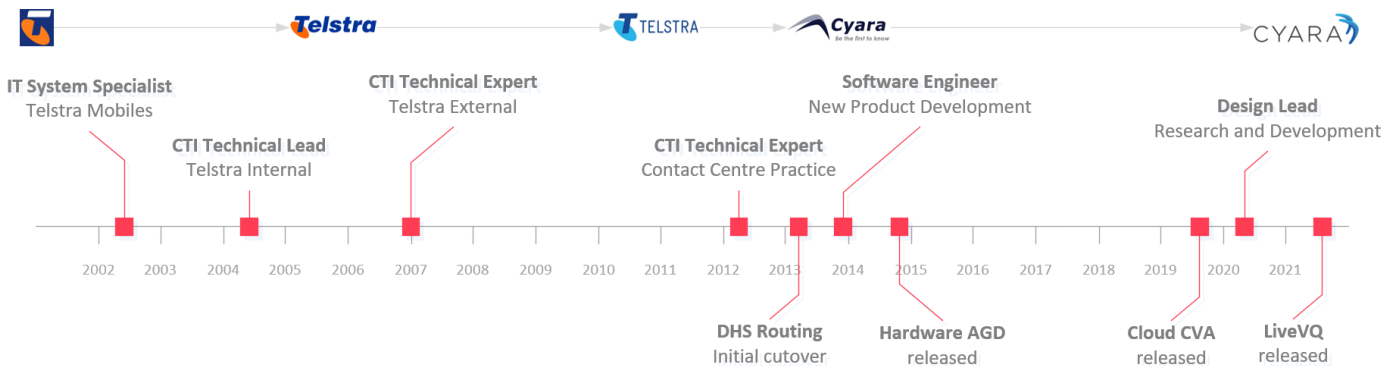
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CAREER SO FAR (HIGHLIGHTS)



DESIGN LEAD @ CYARA • CYARA RESEARCH & DEVELOPMENT

I am a senior member of a team that reports directly to the Chief Innovation Officer. I'm tasked primarily with researching new technologies that can be applied to address market problems, customer needs and to improve existing product offerings. This includes creating working prototypes to showcase feasibility. Working closely with product teams and designers to fully understand user behaviours and personas.

- Lead the data acquisition research team from concept stage through to a successful beta release in just over 12 months of Cyara LiveVQ
<https://cyara.com/livevq/>
- Created and managed a number of cloud contact centre solutions, including interaction routing, custom softphones, demo solutions with Amazon Connect and Twilio Flex.
- Redesigned and developed the cloud virtual agent framework, which integrate into a number of WebRTC based platforms, Amazon Connect, Twilio Flex, Genesys Cloud, Nice CXOne.



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SOFTWARE ENGINEER @ CYARA • NEW PRODUCT DEVELOPMENT

An early member of the Cyara organisation. Directly involved in new product development which now forms part of the core product offering of Cyara's enterprise customer experience testing solutions. This often meant working on non-deterministic tasks and creating solutions to problems not known to be solvable.

- Researched and created Cyara's only consumer hardware product, named AGD, which provides the most accurate voice quality measurements by enabling two-way communication between a deployed telephony endpoint and the Cyara Platform. I am the co-inventor on the utility patent for the eventual approach utilised.
<https://cyara.com/platform/voice-quality-testing/>
<https://patents.google.com/patent/US9667776>
- Developed custom bespoke solutions with a range of technologies for many leading organisations including Apple, Google, Tesla, AirBnb often under very stressful deadlines.
- Ported the hardware version of the AGD into a software version, that can run alongside a softphone using a custom-made virtual audio cable to provide the same voice quality measurements performed against the physical handsets.
- Provided global 3rd level support and advice to the field teams, often in challenging environments such as customers datacentres not under Cyara control.

CTI TECHNICAL EXPERT @ TELSTRA • CONTACT CENTRE PRACTICE

The contact centre practice was formed to provide high levels of expert experience in the Genesys CTI space to external clients. I was fortunate to be a part of the original team transitioning Services Australia (previously Department of Human Services) contact centre technology stack from multiple providers to Genesys under a Telstra managed service.

- Designed and created the call routing framework which drives the contact centre solution for Services Australia (previously DHS).
- Transitioned internal branches of Services Australia onto the common shared framework, which included, Child Support, Medicare, Department of Veteran Affairs, and Centrelink.
- Created tools to assist with managing the solution, improving the configuration, and helping with troubleshooting.



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PREVIOUSLY @ TELSTRA

- Provided technical fault diagnosis and rectification to Genesys Contact Centres for both external customers and the internal Telstra solution. I also designed new functionality to be incorporated into the customer's solutions driven by either change in their business processes or identified possible failure points.
- Implemented proof of concept design changes into the Genesys Contact Centre routing solution used internally for Telstra, including Mobiles, Residential, Credit Management and BigPond.
- Designed and implemented the logical integration of the Cyara Platform into Fair Work Ombudsman's call routing solution. This was approached as a showcase of the best practice methods to adopt as we moved to expand the Cyara offerings to other customers.