



AT

Logistics Coordinator

Experience

Logistics Manager

- Single point of contact for South Central Region 14 States
- Ordering all telecommunications equipment for customers in Michigan and Ohio
- Direct reports – 2 logistics specialists
- Created local inventory locations and increased equipment delivery

Senior System Consultant

- Project manager responsibilities for large implementation
- Install all associated software for Merlin Legends and CTI applications
- Train customers on system administration and end user applications

Applications Sales Consultant

- Responsible for sales support on emerging marketing products which include interactive voice response systems
- Teamed with the account executive to provide technical support on the emerging marketing products

System Consultant

- Responsible for large switch implementations, integrated software installation and end-user training of business telephone equipment

Control Foreman

- Responsible for scheduling and dispatching 87 technicians for the State of Ohio
- Direct reports – 13 dispatchers
- Customer negotiations, work order and trouble tickets issuance, tracking, loading, installation and maintenance of business and residential telecommunications equipment

Area Vice-President's Staff

- Responsible for implementation and review of large business installation and maintenance methods and procedures
- Assisted field managers to successfully implement and meet all area commitments
- Acted as interface between field and region/national staff
- Analyzed all results and made recommendations to area vice president and field in order to meet regional and corporate objectives

Education and Professional Schools

Line and Station Installation and Repair – Ohio Bell

Key Equipment Installation and Repair – Ohio Bell

Horizon Communication System – Ohio Bell

756 PBX – Ohio Bell

Financial Management Course – AT&T

Product Awareness Seminar – AT&T

Processor Product Awareness Seminar – AT&T

Unix for Managers – AT&T

ISOL Data Base Dublin – AT&T

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Introduction of PC's – Cuyahoga Community College

Lotus Basic Course – Cuyahoga Community College

Lotus Advanced – Cuyahoga Community College

Partner II Communications System

Partner Main Communications System

Merlin Legend Mail

Intuity Audix-Denver Training

New Horizon Training

- Windows 3.1
- Microsoft Word 6.0
- Microsoft Excel
- Windows 95-98
- Windows 2000
- Windows NT

Expanets Denver, Colorado Training Center – Siebel and Oracle Databases

New Horizon Training - Microsoft