

SABRINA L. HILL

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PROFILE

Dynamic, results-oriented IT Project Analyst with demonstrated strengths in Application Development, Network Administration, Business/Systems Analysis, Complex Problem Management, Risk Identification/Management, Testing, Reporting, Change Management, Quality Initiatives, Project Management, Technical Writing/Documentation, Training, and Business Process Improvement. Experienced in all phases of business-critical project development, from requirements definition to post implementation support with remarkable deadline sensitivity.

Proven track record of effectively providing senior leadership with insight and strategic support to establish goals and measure performance to ensure optimal decision making. Strong interpersonal and communication skills, able to translate between business-focused and technical-focused stakeholders at all levels to ensure advancement of projects. Extremely organized, team player with proven ability to meet and/or exceed internal and client demands, expectations and deadlines. Consistently deliver high visibility projects on-time within budget. Recognized for consistent ability to exceed performance expectations.

Technical Skills: Microsoft Office (Word, Excel, PowerPoint, Outlook), SharePoint, ACSR/CSG, HTML, CSS, and JavaScript

EDUCATION, CERTIFICATIONS, AND SPECIALIZED TRAINING

Auditing Prompt Engineering for ChatGPT, Vanderbilt University/Coursera

LinkedIn Courses: Data Engineering Foundations, Project Management Skills for Leaders, Quick Start Guide to SQL, Tableau Essential Training, and Excel Statistics Essential Training

Bootcamp Miami-Dade College: Full Stack Web Development

Cornerstones the Elements of Leadership, Comcast University

Bachelor of Science Degree in Information Technology, American InterContinental University, *Gamma Beta Phi Honor Society*

Associate of Science Degree in Computer Programming, Florida Career College

Associate of Science Degree in Information Systems, Florida Career College

Diploma in Accounting, Central Georgia Technical College

PROFESSIONAL EXPERIENCE

COMCAST CORPORATION | MIRAMAR, FL

08/2006 - 11/2022

■ **Customer Experience Manager (06/17-11/22)**

Promoted to manage customer experience operations in a call center receiving more than 30,000 calls per month regarding billing issues. Provided leadership to a staff of 8 supervisors and 120 staff members with emphasis on achieving a range of sales, service and operational business goals, while ensuring the Comcast Quality Experience to retain business. Administered and directed customer service, quality, performance objectives, productivity, strategic planning, and call management performance improvement.

Project Analyst Accountabilities

- Effectively provided management with financial insight and strategic support to establish goals and measure performance of the organization's projects and objectives to ensure optimal decision making.
- Worked with end-users in implementing business solutions to produce high quality processes that met/exceeded expectations.
- Conducted workflow analyses and made recommendations for implementing improvements related to business processes.
- Ran reports to monitor trends in KPIs, attendance and customer feedback to identify breaks in processes or procedures and utilized data to drive continuous improvement in customer experience.
- Utilized Excel for data analysis, reporting, and creating spreadsheets. Used Excel to track and analyze customer feedback, calculate metrics, present customer insights, share performance metrics, and deliver training materials.
- Worked in a complex data environment with rapidly changing requirements. An agile decision-maker who executed and adapted swiftly to changing needs of the organization and our customers.
- Engaged in root cause analysis, voice of the customer analysis and continuous improvement initiatives.
- Used Tableau to track key performance indicators (KPIs) related to customer experience, such as customer satisfaction scores and Net Promoter Score (NPS), as well as explore data in-depth and perform drill-down analyses.
- Acted as change management liaison and change lead in communicating important business initiatives.
- Responded to customer escalations to understand issues and offer helpful solutions in driving customer satisfaction.
- Assisted with the development of call center technology and productivity tools by monitoring performance levels and team member activities in support of an employee and customer-centric organization.

Special Projects

- Served as a Relocation Champion during the move of our entire organization including 350 employees and all equipment. Arranged seating for the leaders and frontline employees. (Cont. P2)

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PROFESSIONAL EXPERIENCE

COMCAST CORPORATION - (CONTINUED)

- Acted as the Tools Champion providing updates of new tools and/or updates to current tools to the leadership team and frontline employees.
- Digital Signage Champion charged with updating the digital signage in the call center which highlighted changes to current process and policies, Celebrations of Anniversaries, Birthdays, and Top Performers.
- Involved with deployment of the organization to work from home during the COVID-19 pandemic. This involved assigning equipment and troubleshooting issues during setup at home.

Select Accomplishments

- Ranked in the top 15 managers out of 120 in the company.
- Maintained an average handle time of 535-785 seconds, always under the goal of 800.
- Increased first call resolution to 82% and on track to attain 85% by year-end.
- Achieved Voice of the Customer Survey scores of 83% satisfaction (goal is 78%).
- Consistently attained exceptional transitional sales rate of 1.2% (goal is .70%)
- Maintained quality assurance scores of 61% (goal is 58.2%).
- Increased schedule adherence average to 93% (goal is 90%) where the team was previously not meeting this goal.
- Achieved a transfer rate of 18.9% (goal is 20%).

■ Real Time Operation Supervisor (RTO) (04/15-06/17)

Chosen to spearhead a special project within the department to identify and assess trends in business days lost for call center staff. Emphasis on providing strategic insight to business results and implementing best practices to reduce lost time for the department.

- Served as a mediator and liaison with HR regarding corrective action issues.
- Conducted in-depth analyses of FMLA usage, unscheduled time off, attendance issues, corrective actions, staff coaching and more.
- Instituted an agent accountability program for reporting significant improving accuracy and quality of reports.
- Designed analytical approaches and conducted quantitative analyses to support performance improvement initiatives.
- Drove results that maximized productivity, quality service and bottom line profitability.
- Participated as a key thought leader of the team, influencing decision making and identifying other service priorities.

■ Supervisor, Customer Care (06/10-06/17)

Supervised the performance of Customer Account Executives in all activities related to Comcast products as well as customer equipment for the Central Division. Areas of accountability encompassed service, quality, performance objectives, productivity, benchmarking against objectives, strategic planning, call management performance improvement, escalations, and employee payroll. Recruited, trained, and mentored departmental staff of 12-15 receiving more than 100,000 calls per month.

Operations Management

- Drove improved center performance by benchmarking and prioritizing action plans to effect short- and long-term results.
- Worked on the Real Time Analyst Project to assist with showing the need for having a team on campus to support daily operational processes. Implemented processes and procedures to support leadership in monitoring agent productivity.
- Created Standard Operations Procedures for Administrative Assistant Supervisor and Real Time Analyst position.
- Consistently increased both quality and customer satisfaction results.

Staff Leadership and Development

- Provided leadership and managed performance to achieve a range of sales, service and operational business goals, and ensure the Comcast Quality Experience.
- Fostered an environment in which customers experienced high levels of customer service and employees were motivated to deliver top performance. Emphasis on continual process improvement and ensuring a customer-focused organization.
- Developed personal performance plans with staff, provided on-going performance feedback and conducted quarterly performance reviews with emphasis on enhancing skill sets and knowledge of the industry, products, and quality customer service.
- Conducted real-time phone monitoring and coaching to staff to maintain required service levels. Provided immediate feedback to associates to enhance call quality and increase productivity levels.

■ Lead Dispatch Rep II (03/09-06/10)

Provided direct support to technicians in the field including routing of jobs to technicians, confirming appointments, handling escalated customer calls, updating work orders and attending to any other resource needs of technicians to complete their job.

- Utilized in-depth knowledge of rate codes, correcting orders, and MDD process/procedures to ensure exceptional service delivery.
- Confirmed installation and service appointments with customers and rescheduled as required.

- Updated database with addressable converter authorization and job completion information.
- Routed/re-routed work orders using Workforce Management as required and handled escalated situations.

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PROFESSIONAL EXPERIENCE

COMCAST CORPORATION - (CONTINUED)

■ Network Surveillance Tech II (04/07-03/09)

Delivered technical support to 300+ technicians in the field for customer installations and repairs in the Broward County region.

- Assisted operations management and supervisory staff on emergency quota needs and reallocation of workforce.
- Utilized multiple applications and data sources to analyze trends and project quota requirements.
- Created quotas for field operations, based on input from field supervisors, as well as real-time monitoring and tracking of quota allocation and active quota management for field operations. Coordinated all quota moves with field supervisory staff and technical operations manager and ensured consistency of routing and work load allocation.
- Integral role in ensuring consistency in operating windows and workload allocation.
- Monitored and adjusted quota daily to ensure adequate technical resources including in-house personnel to meet customer demand.
- Actively managed quota moves and allocation to efficiently utilize cancelled quota and proper allocation of workload and connect activity across service centers and management areas.
- Assigned field service personnel to respond to Status Monitoring Alarms and system transmission problems. Administered policies and procedures for the assignment of field service personnel to handle these problems.
- Read system maps and resolved system alarms while continually monitoring the system.
- Analyzed the Broadband plant to recognize outages and other system problems. Used analytical skills to effectively resolve issues.
- Conducted complex troubleshooting of alerts and assigned the correct personnel to respond.

■ Communication Technician II, Installation and Service (08/06-04/07)

Accountable for the installation, maintenance and repair of residential cable systems and equipment in accordance with company policies, procedures and practices.

- Provided quality support to clients employing a high degree of customer service, technical expertise and timeliness.
- Performed requested and non-pay disconnects, adhering to Comcast safe work practices, as well as NEC and NESC requirements.
- Pre-wired single unit dwellings to provide "ready hook-up" capabilities.
- Inspected existing ground or made new ground according to the National Electrical Code (NEC) to protect employees, customers, and equipment from electrical shock or damage.
- Completed associated paperwork with each work order in a timely manner in order to ensure all details of the work were recorded for entry in the customer's account once the work was checked in.
- Maintained an outstanding record for completing multiple projects meeting customer requirements.
- Achieved top ratings on Customer Service feedback surveys and performance reviews.
- Consistently provided the highest quality services, while meeting/exceeding quality/performance requirements.

INTELETECH CORPORATION OF AMERICA | FORT LAUDERDALE, FL

02/2004 - 03/2006

■ Computer Programmer/Network Administrator

Member of the IT team contributing to programming, technical support and network administration functions for internal users in a Windows environment. Areas of accountability encompassed application systems support, hardware services support, enterprise solutions, project management, vendor management, change management, information security, disaster recovery, documentation, business continuity planning, and user education.

- Worked with Microsoft Access and SQL in writing queries to retrieve, manipulate, and manage data within Access databases.
- Designed and optimized database schemas, created tables, defined relationships, and implemented data validation rules.
- Conducted data modeling relational and worked with multi-dimensional databases.
- Assisted in the implementation of an inventory tracking system for 150,000 SKUs using Visual Basic 6.0, Access and SQL.
- Contributed to an upgrade of the inventory system to ERPlite for integration with QuickBooks.
- Utilized ColdFusion to build reports.
- Added computers to the network, setup new user accounts using Active Directory, and setup email accounts in iMail.
- Assisted with new employee logins on the network and exchange server.
- Supported employees with computer problems and problems with the Avaya phone system.
- Installed software on client computers and monitored programs operating on Dell servers.
- Reinstalled and configured WatchGuard Firebox x700.
- Updated website using Dreamweaver MX.
- Created procedures for card programs to be used by customer service, operations, sales and the IT department.

MILITARY EXPERIENCE

United States Air Force, Supply Chain and Logistics - 6 years