

**Anthony K. Daniels, MBA**

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(314) 363-4892

**Business and IT Management Professional**

Accomplished Telecommunications and IT Management professional with over 18 years of progressive experience in operations and product delivery across various departments. Proven expertise in leading multi-disciplinary teams, optimizing processes, and consistently delivering projects on time and within budget. Recently earned a certificate in Data Science and Machine Learning from MIT, with specialized knowledge in predictive analytics, recommendation systems, and deep learning. Seeking to leverage my strong analytical, problem-solving, and leadership skills to transition into a role focused on data-driven decision-making and analytics, where I can contribute to innovative projects and further develop my expertise in working with data.

**WORK EXPERIENCE****ATT, Operations    Systems Technician****July 2012 - present****Systems Technician**

*Business Telecommunications Product Delivery, Software and Hardware Maintenance, and Logistics Design*

- Complete comprehensive site surveys to kickstart project execution and finalized reviews of engineering, design, and logistics for all project deliverables prior to installation and signoff.
- Oversee local implementation of company projects, resulting in cost reduction by internalizing work and eliminating external contractors.
- Conduct in-depth cost analyses for intricate installation projects and delivered detailed assessment reports.
- Contribute as a member of the Tech Innovations and PMEI Team, collaborating with division directors to identify and propose solutions for operational challenges, leading to the removal of obstacles hindering union employees' success.
- Spearhead reengineering of last leg network architecture to improving system reliability, Territory repair frequency reduced by 80% over the last 5 years.
- Collaborate with local engineers to streamline new job issuance for field problem resolution, optimizing client service delivery.
- Organize and lead cross-functional teams for short-term projects focusing on system upgrades, contributing to enhanced customer experience and operational efficiency.
- Functioned as a next level managerial backup, honing leadership skills and contributing to team management and strategic planning.

**ATT Operations    Facilities Specialist****July 2008 - July 2012**

- Ensured accuracy of service orders by reviewing and correcting transcriptions, optimizing order process for seamless installations
- Managed company facilities database and allocation of resources.

**ATT Operations    Senior Sales Consultant****July 2004 – July 2008**

### *Residential Telecommunication Product Sales for SBC/ATT West Region*

- Strategically identified client needs and provided tailored solutions, achieving a 68% call closing success rate
- Consistently ranked as the center's top sales volume leader
- Demonstrated excellence in customer service and accounts receivable management.

### **Education**

- **Master of Business Administration in IT Management, 2019**

Western Governor's University, Salt Lake City, UT

- Coursework: Business Accounting, Financial Management, Financial Analysis and Decision Making, Data Analytics and Statistics, International Business

- **Certificate in Data Science and Machine Learning: Making Data-Driven Decisions**

Massachusetts Institute of Technology, 2024

- **Bachelor of Science in Telecommunications Technology, 2015**

Pace University, New York, NY

- Coursework: Data Forensics, Human Resources Communications and Data Law, Project Management, Network Development, Routing Protocols, Web Page Development, Wireless Telephony Technologies, Multiplexing Methods

- **Associate of Arts in Engineering Science**

St. Louis Community College (Florissant Valley Campus), St. Louis, MO

- Coursework: Static and Dynamic Physics, Mechanical Engineering Analysis, DC and AC Circuit Analysis, Computer Programming Structure, Calculus 1-3, Differential and Linear Equations

### **Skills**

**Leadership:** Demonstrated ability to lead and manage teams towards achieving business objectives.

**Strategic Planning:** Proficient in developing and implementing strategic plans to drive business growth and success.

**Financial Analysis:** Strong understanding of financial data and ability to analyze and interpret financial information related to manufacturing operations.

**Budget Management:** Experience in managing budgets effectively to control costs and optimize financial resources.

**Problem-Solving:** Proven track record of identifying issues, evaluating options, and implementing effective solutions.

**Project Management:** Skilled in overseeing project execution from initiation to completion, ensuring timely delivery and quality outcomes.

**Communication:** Excellent communication skills, both verbal and written, to effectively interact with stakeholders at all levels.

**Team Building:** Experience in building and leading high-performing teams, fostering a collaborative and productive work environment.

**Continuous Improvement:** Commitment to driving continuous improvement initiatives to enhance operational efficiency and performance.

