

Anthony K. Daniels, MBA & Data Science Certified

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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 finalize 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.
- Install and maintain all fiber, pots, VOIP, and managed services projects including b2b client relations.

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, 2024**
Massachusetts Institute of Technology
- **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

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

