

JOANNA L. CONOVER

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S U M M A R Y

A dedicated, innovative, and resourceful Transition/Implementation Manager with a proven background of success in leadership, project management, data migration, network operations, key relationship management, customer care, development, and training/development in telecommunications/electronics. A forward-thinking, value-focused leader who fosters quality relationships, implementing strategies to maintain overall reliability, ensuring future profitability, and achieving breakthrough results. Capable of dealing with rapidly changing technical requirements and conditions. Extensive involvement with installation, repair, and lifecycle maintenance of services as a team member and as a manager. Recognized for exceptional organizational, project management and work ethics.

P R O F E S S I O N A L S K I L L S

- ✦ Knowledgeable in SharePoint and ChangePoint
 - ✦ Maintain RAID (Risks, Assumptions, Action Items, Issues, Dependencies, Definitions and Decisions, for Project compliance)
 - ✦ Microsoft Office Professional: Word, Excel, Power Point, OneNote, Teams & Visio
 - ✦ Strong Communication skills; pro-active and self-directed
 - ✦ Organizational and Project Management Skills
 - ✦ Quality Assurance Experience
 - ✦ Critical Analytical Skills
 - ✦ Work well independently or collaborative as part of a team; able to work well with diverse personalities
 - ✦ Excellent client relationship skills
 - ✦ Investigative, Resolution, and Reporting Skills
 - ✦ Negotiating Skills
 - ✦ AT&T U-verse (OVALS/LFACS) circuit availability
 - ✦ AT&T Enhanced 911 (E911) Network, including corresponding databases
 - ✦ 4Electronic Switching System (4ESS); including end to end trunk testing, diagnostics, and restoration
 - ✦ 4ESS Switch maintenance, including 24X7 network monitoring, maintenance and restoral of equipment
 - ✦ Sectionalize LEC, CPE, or network issues
 - ✦ Project Management; Life Cycle Management
 - ✦ T1 Carrier span line trouble shooting, including span lines (outside utility access and repeater huts) and central office equipment; DSO or DS1 level
 - ✦ TIRKS (ACMS), SOTS and other telecommunication applications
 - ✦ Frame Relay/ATM (Asynchronous Transfer Mode), VoIP (Voice over Internet Protocol), SONET Ring, routers, WAN, LAN
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PROFESSIONAL EXPERIENCE

NTT DATA, DALLAS, TX

Account Transition/Transformation Management – Central Enablement

January 2019 – Present

Experienced Project Management professional dedicated to providing high quality services and positive results. Well versed in workflow analysis and methodology compliance. Proven ability to leverage technology to achieve organizational objectives. Innovative analytical person whose areas of expertise include SharePoint operations, methodology processes, standardization, and optimization. Responsible for creating, reviewing, and maintaining Transformation & Transition Methodology processes and templates. Ensure program/account level SharePoint sites are compliant with the methodology standards set forth by the company and organization. Assisted with Public Sector projects, including State of Georgia, State of Oklahoma, and Commonwealth of Virginia (obtaining security clearance as designated by client). Known for client “white glove” approach in making clients confident in services being delivered. Collaborate with leads, SMEs (Subject Matter Experts), and other key stakeholders to gather and coordinate distribution of information, whether via formal reports or simple announcements or other email communication. Excellent RCA (Root Cause Analysis) skills. Working well independently or collaboratively as part of a team; able to work well with diverse personalities. Supported clients and Transition & Transformation teams across all business verticals, providing SME support as appropriate which includes Healthcare (Magellan, Independent Health, Humana CSS, Mount Sinai), Public Sector (State of Oklahoma, State of Georgia), Financial-FSI (US Bancorp), International Business (Wolters Kluwer & BMW), Manufacturing (DuPont & Sylvamo) and Life Sciences (Owens & Minor, Inc., Alexion Pharmaceuticals, Inc.)

DELL/NTT DATA, Dallas, Texas

Transition Service Management – Project Coordinator

September 2015 – January 2019

Responsible for coordinating project and team meetings. Maintained artifacts and meeting minutes to document discussions with all stakeholders. Ensured all Service Area Leads had updated their status and RAID (Risks, Action Items, Issues & Dependencies) items on a weekly basis and wording is appropriate for customer presentation. Adhered to all methodology governance guidelines to ensure the project was compliant during each phase and passed each phase in green status. Ensured both contractual and non-contractual Milestones and Deliverables are met and signed off by appropriate party. Coordinated the UAT (User Acceptance Testing) between client and Dell/NTT Data and client’s suppliers/vendors. Led calls to process the results of the testing and resolution of any issues discovered during UAT. Maintained matrix and fault tracker during project. Provided client and upper management with daily updates and status of UAT. Facilitated service management meetings and provided follow up meeting minutes with noted action items. Provided Microsoft SharePoint support for the team. Responsible for adding resources to ChangePoint and approving weekly time. Job duties of the position performed remotely with clients and support teams across the globe. Proactively resolved obstacles before they affected the deadline.

AT&T, Fort Worth, Texas (Sun Technologies, Inc)

UVERSE Project, Circuit/Data Engineer, Telecommunications (Contractor) August 2014 – September 2015

Enterprise - Service Availability Validation; investigated Enterprise Business request whether any U-verse services were available for addresses provided by Enterprise team. During investigations, utilized several AT&T systems, including OVALS & LFACS, to determine basic Circuit availability and Circuit service level availability for either U-verse VDSL or IPDSL. Some of the supporting databases accessed were Street Address Guide (SAG), Master List Database (MLDB), Loop Facilities Assignment and Control System (LFACS), OVALS GIS, Service Loop Indicator (SLI), United States Postal Service, etc. After starting this project, I became the lead and coordinated the work requests to other contractors and provided status reports to upper management and the Enterprise Sales Team. Led the team and kept project on target.

AT&T, Irving, Texas (ASAP Professional Service, Inc)

E911 Project, Local Negotiator, Telecommunications (Contractor)

March 2011 – January 2014

As an Enhanced 911 Local Negotiator, performed E911 negotiations with local E911 Emergency Services Providers (PSAPs) and regulatory bodies required for the implementation of new AT&T VoIP services. This included procuring necessary agency agreement requirements, determining specific testing requirements, and obtaining various parameters (tandem CLLI, default ESN, T3 CFA details, NPA/NXX, etc.) required for E911 order issuance. As a E911 Local Negotiator, obtained E911 testing slots, submitted test results, and managed any agency questions prior to receiving agency authorization for Rate Center certification. Worked closely with the E911 Trunk Engineer to ensure trunk groups are built and evaluated as required for the footprint expansion of AT&Ts VoIP services. Once the network was in place, coordinated the E911 testing, performed the individual trunk isolation, and completed the final Rate Center certification.

YUM! BRANDS, INC., Dallas, Texas (Kelly Services & Insight Global)

Project Lead, Telecommunications (Contractor)

August 2006 – February 2008

and January 2009 - June 2010

Project Lead for managing the provisioning process to support Fortune 500 major restaurant chain with rollout of broadband services (DSL/VSAT/Cable/EVDO) on a private network to over 4,000 corporate and franchised restaurants. Duties included Pre-Installation liaison – discussions with franchisees, corporate store construction superintendents, key brand leaders, vendors, and technicians; Installation process –resolved connectivity (IP addressing, etc.) issues. Directed and coordinated project activities to ensure projects were on schedule; Post-Installation liaison – responsible for trouble shooting DSL/VSAT/Cable/EVDO outages, and provided assistance with outages of telephone system issues; assisted with test and turn up of DSL/VSAT, recording data appropriately; resolving billing issues, ongoing review of telecom and broadband vendor invoices, including monthly re-occurring costs and installations/de-installations. Responsible for inventory audit resulting in a department annual cost savings of \$50,000; engaged in escalation of issues when appropriate and responsible for resolving third party polling, NAT configurations, IP, and other network issues. Assisted with the roll out of CISCO IP services/routers to Pizza Hut corporate sites. Collaborated with onsite technicians to test and configure routers.

ACS/Affiliated Computer Services, Dallas, TX

Network Provisioning Manager/Project Manager

December 2003 – September 2005

Managed a provisioning team of eight leaders and their support staff located around the globe. This team supported the process for moves, adds, changes, and disconnects to client voice and data networks. Client networks included Integrated Services Digital Network (ISDN), Software-Defined Networking (SDN), Optical Carrier "X" (OCX, ex: OC3), Frame Relay, ATM (Asynchronous Transfer Mode) and Multiple Protocol Label Switching (MPLS). Effective people management skills reflected in realignment of account support team to ensure workload balance. Interviewed and hired appropriate candidates in Monterrey, Mexico. Provided coaching, mentoring, and training to team. Audited projects to ensure compliant with Project Management requirements and standards.

AT&T/Southwestern Bell, Houston, Midland, Dallas, TX

Technician/Service Manager/Material Logistics/Project Management

20+ years – November 2003

Joined Southwestern Bell as a Directory Assistance Operator, while still in high school. Progressed through various roles before becoming a Service Manager, then later Sales Executive where I was responsible for Project Life Cycle Management (from initiation through implementation, including project planning, document control and testing). This role involved post sales/installation maintenance. Led and maintained responsibility as NASM (National Account Service Manager) for the support of Verizon, American Airlines, Southwest Airlines, and other client accounts within the Global and Wholesale Enterprise Markets. Assisted in planning Frame Relay, ATM (Asynchronous Transfer Mode) networks and Life Cycle Management of Global and Wholesale clients. Proactively worked with various business units to resolve chronic issues for clients. Collaborated with clients to ensure the planned solutions met their requirements. As technician and service manager, supported major clients with duties including Electronic Switching Technician (#4ESS), established a Digital Access Carrier System (DACS) office, which included working alongside Western Electric with installation of equipment, testing and acceptance of the DACS equipment.

Instrumental in the startup of a #4 ESS (Electronic Switching System) digital switch for AT&T toll switching of traffic across the network; performed acceptance tests utilizing digital test equipment (oscilloscope, volt ohm meter, etc.) and schematics.

MOC (Maintenance Operating Center) technician in a 24X7 environment, responsible for monitoring the network (including CSS7 links), maintenance and restoral of equipment in the #4ESS switch.

End to End testing of DS1 & DSO level T-Carrier, including troubleshooting from utility access and/or repeater huts and in Central Office. Utilizing applications such as TIRKS, SARTS, and billing systems to assist in resolution of clients' billing issues.

Chosen from among 100+ Electronic Switching Technicians for AT&T's elite *Client Loyalty Team* and supported several of the top revenue generating, yet sensitive accounts.

Responsible for the training and skill development of a Colorado based outsourcing partner. Created job aids/documentation for the analyst to use in training and while performing job functions.

Extensive experience implementing and managing Complex Data Projects, such as ATM & Frame Relay. On-Time performance exceeded corporate goals which led to recognition of a regional award in 1988. This dedication and perseverance significantly improved a major client's perception of AT&T, as evidenced by the customer satisfaction survey and the additional business we signed with them.

Material logistics handling experience included coordinated efforts with CISCO technical support as well as AT&T DATEC (Data Technical Team) to resolve complex customer issues. Expedited the delivery of the required equipment (routers, CSUs, & DSU's, etc.) needed to successfully complete the restoration of customers' end to end service. Created and implemented a tracking method leading to the recovery of over \$200,000 worth of capital dollars in less than two months' time.

Was chosen from a pool of 150 to lead the *Customer Presentation Center*, giving classes/tours to sales management, client decision makers/CEOs, technical clients and to Abel G. Aganbegyan, chief economic adviser to Soviet leader Mikhail Gorbachev. Created and presented network documentation and presentations customized for each client and/or marketing personnel. As a technician, was asked to facilitate *District Quality Assurance Committee*, with 2nd and 3rd level managers where we determined areas which could be improved to eliminate human-made errors/outages within the network.

Step by Step Central Office technician maintaining analog and electrical magnetic switch equipment.

Performed routine maintenance on emergency diesel generator and emergency power batteries.
