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Scott Elmer

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| Overview  Skills  Experience  **Education** | * Develop and deliver an exceptional experience as a service and technology expert to support enterprise strategy through deep subject matter expertise of applications, systems, and platforms to execute on program and/or system level initiatives. * Knowledge and understanding of networking architecture and technical platforms that serve as a critical function of the business to contribute to planning for scalability, sustainability, and development of systems and solutions. * Ownership of cross functional issue resolution and critical problem management efforts impacting customer experiences to optimize business value, reduce costs, and improve the customer experience. * Serve as a departmental lead for specific capital and operational projects, being responsible for planning and preparation of any change that impacts the customer experience. * Interaction with departmental leadership teams as a liaison between cross-functional technical and operational organizations in support of system requirements, design strategies, and successful implementations from concept through launch, with ongoing production support. * Networks and Telecommunications - Experience and knowledge in specific competencies, theories, and skills necessary for support of infrastructure and network architecture as a network administrator. * Software Engineering - Experience and knowledge in specific theories, competencies, and skills necessary for the design, development, and implementation of Enterprise application solutions. * Web Development - Experience and knowledge in specific theories, competencies, and skills necessary for success as a Web professional, facilitating the design and development of websites for commercial operation. * Database Administration - Experience and knowledge of installation, development, and administration of database applications in complex business environments. * Communication Skills - Experience and knowledge of communications for customers, executives, and business sponsor audiences on user experience, system launch readiness, disruptive events, issues summaries, and adhoc communication requirements. * Office Skills - Experience and knowledge using Microsoft Office Products including Access, Excel, Outlook, PowerPoint, Project, SharePoint, and Server 2008.   **04/2015-Current T-Mobile, Bellevue, WA**  **System Experience Manager**   * . Manage systems experience throughout project and production lifecycle. Includes cross-functional project ownership, implementation and launches, and ongoing support. Lead adhoc teams to effective management of complex, cross-functional system issues. * Communicate with leadership, business partners, and stakeholders on progress against strategy and keep them informed on existing cross-functional issues relating to the availability and functionality of production systems. * Lead medium to large initiatives to improve the systems, user experience, related procedures, and customer satisfaction. * Evaluate, deliver, and contribute to the design of strategic solutions and architectural direction that improve the systems, user experience, and overall customer satisfaction. * Create, own, and/or approve technical documentation including integrated system process documents, impact assessments, business requirements, workflow documents, user acceptance test cases, and production support procedures. Able to teach these skills to others. * Define and communicate prioritization based on customer and stakeholder input, independent experience, logical conclusions, and knowledge of company objectives and values; serve as an escalation point to resolve stakeholders’ conflicts in priority. * Prepare communications for executive and business sponsor audiences on user acceptance test status, system launch readiness, disruptive events, and issues summaries. * Mentor and provide tactical direction in support of strategy, exert positive influence, and serve as an escalation resource to System Experience Analysts.   **System Experience Analyst**   * Manage and support external contract and vendor initiatives, project, and solutions to ensure deployment of integration and networking configurations to support application access and functionality for external vendors * Monitor Remedy ticket request queues to process account transactions for Service Partners and other stakeholders within the organization. * Work within multiple systems and platforms to ensure that Remedy requests meet access and security requirements. * Ensure Service Level Agreements are adhered to through the use of effective ticket processing methods and tools. * Effectively communicate with stakeholders to develop interdepartmental rapport ensuring mutually beneficial interaction in future endeavors. * Proactively prioritize workload to ensure impacting and urgent issues are addressed in order to guarantee resolution in a timely manner. * Initiated development of cross-functional understanding and support skills within Customer Delivery through self-directed system research and peer-training. * Communicate, manage, and process network access intake requests for multiple systems, stakeholders, and users. * Update process documentation to demonstrate changes in policy or process to support accuracy and uniformity in processing user access and logins. * Support Service Partner Management through assisting in multiple audit resolution initiatives. * Develop tools to assist in addressing opportunities within Termination processing in order to increase overall efficiency and SLA metrics.   **03/2014-04/2015 JMA Staffing (T-Mobile), Bellevue, WA**  **Analyst I**   * Monitor Remedy ticket request queues to process account transactions for Service Partners and other stakeholders within the organization. * Work within multiple systems and platforms to ensure that Remedy requests meet access and security requirements. * Ensure Service Level Agreements are adhered to through the use of effective ticket processing methods and tools. * Effectively communicate with stakeholders to develop interdepartmental rapport ensuring mutually beneficial interaction in future endeavors. * Proactively prioritize workload to ensure impacting and urgent issues are addressed in order to guarantee resolution in a timely manner. * Initiated development of cross-functional understanding and support skills within Customer Delivery through self-directed system research and peer-training. * Communicate, manage, and process network access intake requests for multiple systems, stakeholders, and users. * Update process documentation to demonstrate changes in policy or process to support accuracy and uniformity in processing user access and logins. * Support Service Partner Management through assisting in multiple audit resolution initiatives. * Develop tools to assist in addressing opportunities within Termination processing in order to increase overall efficiency and SLA metrics.   **09/2013-03/2014 Market Leader, Kirkland, WA**  **Customer Support Concierge**   * Managed and utilize scheduling processes to setup training session with new customers to familiarize agents with Market Leader products. * Develop and update a book of business to track agent progress and ensure completion of training within scheduled timeframes. * Author and distribute professional e-mails using proper grammar, spelling, and punctuation. Use prewritten templates, when appropriate. * Assess technical issues and identify solutions. * Educate and coach customers on best practices for using the Market Leader system. * Assist internal sales, marketing, customer operations and technical teams when needed. * Responsible for placing outbound calls to customers to walk them through Market Leader products, including answering tier 1 and some tier 2 technical support questions. * Maintain functional knowledge of internal applications, customer products as well as all customer facing web sites. * Efficiently respond to customer e-mails and chat, maintaining composure during challenging situations.   **Customer Support Specialist II**   * Answer inbound calls and chat and listen to customer’s concerns and questions and respond accordingly. * Write professional responses to agent e-mails and chat using proper grammar, spelling, and punctuation.  Use prewritten templates, when appropriate. * Assess technical issues and identify solutions. * Educate and coach customers on best practices for using the Market Leader system. * Assist internal sales, marketing, customer operations and technical teams when needed. * Responsible for placing outbound calls to customers to walk them through Market Leader products, including answering tier 1 and some tier 2 technical support questions. * Maintain functional knowledge of internal applications, customer products as well as all customer facing web sites. * Efficiently respond to customer e-mails and chat, maintaining composure during challenging situations.   **10/2012-11/2012 Aditi Consulting (T-Mobile), Bellevue, WA**  **SIVR Data Analyst I**   * Support efforts to assess current state, identify customer requirements, and define the future state and/or business solutions for SIVR implementation. * Research, gather, and synthesize information within the SIVR for testing and process improvement. * Communicate data results to impacted business stakeholders through developed reporting techniques.   **11/2011-2/2012 TEKsystems (Microsoft), Issaquah, WA**  **Real-Time Data Analyst**   * Monitor call center performance on individual, team and collective levels, providing status reports for invested parties in collaboration with Mission Control for historical and real time reporting issues. * Perform real-time monitoring of critical business operations performance indicators at an interval level- call volumes, average handle times (AHT’s), queue time, call center agent availability, including call center service level adherence. * Engage with contact center vendor contacts to understand and mitigate any impact to business operations or customer support from an outage/unanticipated event by implementing IVR messaging and communicating with event management teams. * Provide ad-hoc reporting for Service Level Adherence (SLA) impacting events, as well as any and all impacts due to call flow issues to impacted business stakeholders on actions taken and current status of the issue, as well as provide reporting surrounding impacted Lines of Business (LOB). * Serve as a primary point of contact for Vendor contacts in relation to any call flow issues impacting productivity, as well as call center performance-impacting events involving emergency staffing and scheduling issues.   **06/2010-10/2011 Randstad (Google), Kirkland, WA**  **Visual Data Specialist**   * Perform map evaluation processes and manipulation to improve data. * Perform comprehensive visual data analysis, processing, and documentation. * Perform data verification, recording, and processing.   **Visual Data Specialist Mentor**   * Monitor and implement strategy to develop improvement processes and calibration. * Develop comprehensive visual quality control analysis reports. * Interact with project management to establish quality issues and provide recourse options.   **06/2008-12/2009 WDS Global (T-Mobile), Kirkland, WA**  **Support Center Supervisor**   * Coach, mentor, and manage teams of thirteen to seventeen individuals in a support call center environment. * Collaborate with Workforce scheduling teams to determine needed coverage for call volumes and impacting events (meetings, training, etc.) * Perform real-time and ad-hoc analysis of agent call center metrics, individually, and as a center. * Monitor and documented any ICRS/IVR issues and reported to specified escalation paths. * Field customer escalated issues and assisted in providing a resolution as timely as possible.   **Tier 3 Data Support**   * Provide solutions and support to customers using non- provider cell phones, and other connectivity technologies. * Efficiently resolved customer issues by troubleshooting wireless data problems in accordance with defined targets and procedures.   **11/2006-01/2007 Volt Technical Resources (Microsoft), Sammamish, WA**  **Data Analyst**   * Monitor call center performance on individual, team and collective levels, providing status reports for invested parties in collaboration with Mission Control for historical and real time reporting issues. * Perform real-time monitoring of critical business operations performance indicators at an interval level- call volumes, average handle times (AHT’s), queue time, call center agent availability, including call center service level adherence. * Engage with contact center vendor contacts to understand and mitigate any impact to business operations or customer support from an outage/unanticipated event by implementing IVR messaging and communicating with event management teams. * Provide ad-hoc reporting for Service Level Adherence (SLA) impacting events, as well as any and all impacts due to call flow issues to impacted business stakeholders on actions taken and current status of the issue, as well as provide reporting surrounding impacted Lines of Business (LOB). * Serve as a primary point of contact for Vendor contacts in relation to any call flow issues impacting productivity, as well as call center performance-impacting events involving emergency staffing and scheduling issues.   **05/2005-11/2006 Cingular Wireless, Bothell, WA**  **BCS National Operations Analyst**   * Monitor call center performance on individual, team and collective levels, providing status reports for invested parties in collaboration with Workforce Scheduling for historical and real time reporting issues. * Perform real-time monitoring of critical business operations performance indicators at an interval level- call volumes, average handle times (AHT’s), queue time, call center agent availability, including call center service level adherence. * Engage with contact center vendor contacts to understand and mitigate any impact to business operations or customer support from an outage/unanticipated event by implementing IVR messaging and communicating with event management teams. * Provide ad-hoc reporting for Service Level Adherence (SLA) impacting events, as well as any and all impacts due to call flow issues to impacted business stakeholders on actions taken and current status and provided ad hoc and daily reporting surrounding impacted Lines of Business (LOB). * Serve as a primary point of contact for IT-Telephony teams in relation to Telephony, Global Call Routing, Avaya CMS, and Aspect eWorkforce Management for any call flow issues impacting productivity, as well as call center performance-impacting events involving emergency staffing and scheduling issues.   **1999 Everett Community College Everett, WA**   * GED   **2014 University of Phoenix**   * BSIT/BSA 006 (Bachelor of Science in Information Technology with a concentration in Business Systems Analysis)   **2017 University of Phoenix**   * MIS 004 (Master of Information Systems)   **Current University of Phoenix**   * DM/IST 004 (Doctor of Management in Organizational Leadership with a specialization in Information Systems and Technology) |  |