Tasks and Projects Completed/Ongoing/Initiated

SPS Tasks/Projects (Under Rohit)

* Provide excellent customer service to all providers no matter the status
  + Always replying within 24 hour SLA time
* QA CRM case responses on other team members
  + Did not need to be QAed myself due to excellent and timely responses
* Primary POC and SME for all claims related topics
* Led and trained entire team on ACP & Lifeline Claims
* Contact and assess claim issues on Webex with high profile providers
  + Allowing team members to join as they learn from me and how I led these calls
* Multiple weeks of having the most amount of CRM cases resolved
* Key person to bring up claims related topics during calls with PDM
  + Provide feedback on technical enhancements to assist providers with their claims
  + Provided issues that were occurring across LL/ACP regarding claims issue. Catching technical trends and reporting as soon as possible. Allowing the PDM team and SPS team to come together to provide temporarily fixes until a permanent fix was implemented several times
* Highest contributor during ACP TDC implementation.
  + Helped project leader Sarah Ferguson
  + Closed out the most cases as well as lead team trainings in order to close out as many CRM cases as possible
* Aid team in SQL query creation/ implementing efficient queries
* Aided in transferring over KB articles to CRM Dynamics when CRM was first implemented
  + This helps streamline answers and solutions for providers when a common topic arised
* Helped with ACPP Grant initative
  + Provide information on how to access / register for the ACPP grant when providers reached out
* Created/update new SOPS regarding claims stored in confluence which team members use on a day to day basis
  + [Confluence Link](https://usac.atlassian.net/wiki/spaces/LI/pages/124586354/Claims)
* Initiate a revamp for the new hire process
  + Assisted onboarding Matthew Boero
  + Revamped the onboarding process, helped pinpoint gaps in the training I underwent and then streamlined everything to be as efficient and helpful as possible
* Reach out and host Webex calls on regular NLAD technical issues with smaller providers
* Investigate and update retired KB articles
* Participate in interviews for potential new hires

GenOps (Under Robinette)

* QA Sac Form Requests before it gets sent for approval for a manager
  + Check provider documents regarding status, regulations, services provided
  + Reach out to PUC as needed to help providers get established with a SAC/SPIN
* Lead UAT testing for HCLI enhancements
  + Collaborated with project managers and GenOp managers to ensure that goals align before finalizing the new enhancements
* QA Program Integrity team on RAD ID lockouts
* Drafted and created a Lifeline Participation Outreach template
  + Assisted providers on how to become an ETC/ provide Lifeline service with a basic step by step guide on how to get started / FAQs
* Partake in Lifeline Opt Out state submission enhancements
* Provided insight to manager/high position team members on the usage of Okta backend
  + Insight on how to find ETC Admin/497 Officer & User statuses
* Conduct Adhoc Continued Eligibility Requests

Program Integrity Tasks/Projects (Under Shameer)

* DADER Revamp
  + Teaching Passoff to Temesghen
    - Created SOP document to streamline process
  + Pushed and innovated the process to help providers and USAC while keeping program integrity high
  + [Weekly\_DADER\_Tracker.xlsx](https://usac-my.sharepoint.com/:x:/r/personal/shameer_ahmed_usac_org/_layouts/15/Doc.aspx?sourcedoc=%7BD6F28489-5BB2-42AD-9922-F98FB2770AA6%7D&file=Weekly_DADER_Tracker.xlsx&wdLOR=c0A23A0AF-D962-426E-9AF0-F0418A30C739&fromShare=true&action=default&mobileredirect=true)
* Non-Usage Outreach & Tracker
  + Teaching Passoff to Masaio
    - Created SOP document to streamline process; updated as one off occurrences came up
  + Created the monthly tracker to signify differences between months in order to potential analyze the impact of outreach from month to month
  + [Monthly Usage Checks Tracker.xlsx](https://usac-my.sharepoint.com/:x:/r/personal/marvin_faktes_usac_org/_layouts/15/doc2.aspx?sourcedoc=%7Bd8193acb-cec2-4846-b4b4-04bd8f851e3a%7D&action=editnew&wdPreviousSession=381e52d6-3c3a-4abe-330a-debdf6b87356&wdNewAndOpenCt=1724765589183&wdo=4&wdOrigin=wacFileNew&wdTpl=blank&wdLcid=1033&wdPreviousCorrelation=19a85205-543f-4625-966e-6b0bb18629f6)
* Finding all SACS involved in hurricane Helene per FCC Request
* Created several adhoc Queries & Outreach/Quarterly Mailers
  + Queries: 12
  + Mailers: 2
* Leading Q3 Sus doc review and being POC while Manager is OOO
  + POC for when manager was needed
  + Lead samplings of Sus docs to APAS
  + Improvise and critically think of data entries that were out of the ordinary to stay consistent
  + Additional 1900 ad hoc sus doc reviews pertaining to income documents
  + [X Drive Link](file:///\\datastore.usac.loc\datastore\Private\Lifeline\__PII\Ops\PI\ACP%20&%20LL%20PIA%20&%20AD%20HOC\2.%20Lifeline%20PIA's\2.%20Quarterly%20PIAs\5.%20LL%20&%20ACP%20Suspicious%20Docs\Q3%202024)
* AdHoc QA Testing
  + Q224 Dupe Address Review QA
  + [X Drive Link](file:///\\datastore.usac.loc\datastore\Private\Lifeline\__PII\Ops\PI\ACP%20&%20LL%20PIA%20&%20AD%20HOC\2.%20Lifeline%20PIA's\2.%20Quarterly%20PIAs\2.%20Duplicate%20Address\2024\Q2%202024)
* Managing inbox and escalate as needed
  + Assist with outreach and questions from providers regarding review. Main point of contact.
  + CRM Closeouts
  + Primary outreach POC for quarterlies
    - Passthrough & ETC
  + Aid both APAs in selecting filters and selections to ensure that they close them out for DADER and NU processes
* AdHoc Data Analysis per DST Reports Provided
  + Leading to several findings regarding suspicious companies and agents due to high volume per adhoc period
  + Enroll/Transfer AdHoc Testing
    - TerraCom
    - Torch Wireless
  + Data QA check with the Data team
    - Noted and found inconsistencies leading to the Data team ensuring more precise findings
  + [X Drive Link](file:///\\datastore.usac.loc\datastore\Private\Lifeline\__PII\Ops\PI\ACP%20&%20LL%20PIA%20&%20AD%20HOC\9.%20Ad%20Hoc%20Reviews\2024)
* Writeups QA & Final
  + QAed AirTalk ETC write up
  + QAed TerraCom Adhoc
    - [X Drive Link](file:///\\datastore.usac.loc\datastore\Private\Lifeline\__PII\Ops\PI\ACP%20&%20LL%20PIA%20&%20AD%20HOC\9.%20Ad%20Hoc%20Reviews\2024\TerraCom)
  + Wrote up AirVoice AdHoc
    - [X Drive Link](file:///\\datastore.usac.loc\datastore\Private\Lifeline\__PII\Ops\PI\ACP%20&%20LL%20PIA%20&%20AD%20HOC\9.%20Ad%20Hoc%20Reviews\2024\AirTalk)
* Adhoc Subscriber Outreach
  + To confirm if subscribers themselves confirmed consent to being transferred
* QA RAD ID Lockouts
  + Led to a revamp in sus docs in order to keep it more consistent throughout the program
* AdHoc Cross complaints + Nonconsentual enrolls/transfers
  + Led to AdHoc ETC reviews while finding complaints that match up in said review
  + AirVoice: 117 Complaints
* Audit Team Data Request
  + Provided May 2022-December 2023 AT&T Claims data for Audit Team
* QA’ed Queries
  + Helped Masaio with finding documentation via Dbeaver queries
  + Found an issue with SUS doc query for Q3 and was corrected
* Q4 Outreach and Submission Tracker creation
  + To aid with outreach and keeping track of confirmations, requests, and submissions regarding PIA reviews.
* Aid the consumer complaints team with potential fraud in their inbox
  + Conducted a query name match search for a high volume of reported consumer names that could have been potential fraud from AirTalk
* MoM and BiWeekly Query + Data reports
  + Acquire more adhocs: April: Global Connection high enrollments and transfers
* Puerto Rico Duplicate Subscriber Project
  + Query craft to create names that are close, then analyze addresses and names to see if there are possible dupes that were claimed during LL
* Weekly Reports for PI team
  + Deenrollment specifics, overall transaction history for a given reporting period compared to the previous period (Week over week)
  + Capture multiple transfers of subscribers being transferred back to the same company multiple times
  + REP\_ID specific metrics
* Q12025 NonUsage Testing Worksheet Data compilation
* Passthrough 2025 QA
* Continued Eligibility Sus Doc Submissions
* Help Update PIA tracker statuses