

Cathie D. Steinberg, PMP

cathiesteinberg@aol.com | 678-773-4144 | Virginia Beach, VA.

SUMMARY

Passionate, motivated, dedicated, results-oriented PMP with a diverse IT / telecom background in program, project and vendor management, customer service, sales support and administration with over 19 years experience in local, long distance, wireline, IT and wireless network and infrastructure related projects focused in the data transport field. Combine strong multi-tasking abilities with exceptional organizational skills and the ability to plan, schedule and identify resources in fast-paced time sensitive environments. Possess well-developed communication and problem-solving skills with the ability to resolve difficult situations relating to project implementations and resources.

PROFESSIONAL EXPERIENCE

SLAIT CONSULTING

DEC 2015-MARCH 2016

CITY OF VIRGINIA BEACH, TECHNOLOGY PROJECT MANAGER, VIRGINIA BEACH, VA.

- IT/Technology Project Manager for the Department of Communications & Information Technology (ComIT) in the Technology Project Management Office.
- Planned, monitored and controlled projects with \$5m+ budgets.
- Worked together with project team members to develop project schedule and project management plans.
- Created, managed and maintained project infrastructure (SharePoint project site, project plan, resource plan, schedule, budget, risk assessment, communication plan, procurement plan, change management, quality management, etc.).
- Communicated project information to executive management, project sponsor and key stakeholders.
- Identified and managed risks. Tracked and facilitated resolution of issues.
- Established good relationships with project sponsor and stakeholders.
- Ensured sponsor and key stakeholders were aligned with project goal.

COLLABERA

JULY 2015- DEC 2015

AT&T MOBILITY, IPMO GSMOE NETWORK DEPLOYMENT PROJECT MANAGER, GLEN ALLEN, VA.

- IPMO Edge to Edge Project Manager for GSM over Ethernet (GSMoE), hosted and controlled a daily migration deployment bridge.
- Single point of contact responsible for migrating ALU and Cisco cell sites from GSM T1s provided by the ILEC to Ethernet fiber via a migration bridge with Cell Site Field Technicians and PCO DACs Engineer within allotted timeline and budget.
- Supported, coordinated and escalated with various AT&T departments involving Management, Provisioning, Construction & Engineering, CPDO RAN, E911, NFSD, PCO, Engineering, Packet Core, Field Operations and other groups to ensure the success for the local market, regional and national GSMoE migration objectives of the Plan of Record/Execution (POR/POE) schedule.
- Ultimately accountable for adherence to the MOP and process flow and, if a problem arose during the migration, determined when a site must roll back to original configuration.
- Established overall direction and technical or analytical guidance to project and program teams that span multiple organizations, markets and outside suppliers/vendors.
- Created and disseminated daily market reports and trackers that provided analysis of current site status and on-going log of issue resolution.
- Collaborated across multiple internal organizations to ensure adherences to quality standards and internal processes, review project deliverables and drove to required project results.
- Ascertained, recommended and initiated the analysis and solution resolution to all issues and/or roadblocks expeditiously.

GLOTEL

MAY 2014- OCT 2014

AT&T MOBILITY, IPMO GSMOE NETWORK DEPLOYMENT PROJECT MANAGER, GLEN ALLEN, VA.

- Assigned to the New England and Upstate NY markets as the IPMO Edge to Edge Project Manager for GSM over Ethernet (GSMoE), hosted and controlled a daily migration deployment bridge.
- Single point of contact responsible for migrating Cisco cell sites from GSM T1s provided by the ILEC to Ethernet fiber via a migration bridge with Cell Site Field Technicians and PCO DACs Engineer within allotted timeline and budget.
- Supported, coordinated and escalated with various AT&T departments involving Management, Provisioning, Construction & Engineering, CPDO RAN, E911, NFSD, PCO, Engineering, Packet Core, Field Operations and other groups to ensure the success for the local market, regional and national GSMoE migration objectives of the Plan of Record/Execution (POR/POE) schedule.

- Ultimately accountable for adherence to the MOP and process flow and, if a problem arose during the migration, determined when a site must be rolled back to original configuration.
- Established overall direction and technical or analytical guidance to project and program teams that spanned multiple organizations, markets and outside suppliers/vendors.
- Created and disseminated daily market reports and trackers that provided analysis of current site status and on-going log of issue resolution.
- Collaborated across multiple internal organizations to ensure adherences to quality standards and internal processes, reviewed project deliverables and drove to required project results.
- Ascertained, recommended and initiated the analysis and solution resolution to all issues and/or roadblocks expeditiously.
- Ensured tickets were created and assigned to AT&T Field Engineers for vendor meets between AT&T and migration vendor.

WI-FINITY INC

MAY 2013- OCTOBER 2013

AT&T MOBILITY, SITE DEVELOPMENT PROJECT MANAGER, COLUMBIA, MD.

- Assigned to Washington/Baltimore for various projects, as Escalation Manager for Site Acquisition and Project Manager for Construction for MPCA, UMTS and LTE.
- Reported directly to Director of Wireless Services, acted as her right hand and back-up during her absences from the office.
- Generated daily executive level reports for Site Acquisition and Construction that tracked daily and weekly progress of market objectives.
- Provided comprehensive market status reports in weekly AT&T Executive level conferences and deployment meetings.
- Discerned project risks and jeopardies, ascertained viable solutions for customer and internal consideration. Took immediate action to resolve and/or escalate issues.
- Managed integration issue exceptions between multiple vendors.
- Collaborated across multiple organizations to ensure adherences to quality standards, internal processes, vendor processes and project deliverables.
- Reviewed and provided SOW (Scope of Work), RFDS, SRN (Site Ready Notices) and RET forms to AT&T.
- Maintained and tracked the forecast and schedule of CASPR milestones, financial driver true-ups and PO (purchase order) processing.

MATRIX RESOURCES

AUG 2009-DEC 2012

T-MOBILE USA, TRANSPORT PROJECT MANAGER, ATLANTA, GA.

(2012)

- Assigned to the Deep South Markets for Systems Design and Transport Network Department.
- Primary contact for day-to-day project interface with T-Mobile and the project team, including Senior Management, Engineering and Provisioning.
- Provided comprehensive market status reports in weekly T-Mobile Senior Management conferences and deployment meetings.
- Prepared impact analysis by identifying project risks and schedule discrepancies.
- Drove progress toward market, region and national delivery objectives.
- Created and maintained trackers for projects including T1 Installations and Disconnects, DS3 Installations and Disconnects, New Site Builds (NSB) and Grooms.
- Delivered daily T1 and DS3 status reports to Senior Management, Engineering and Provisioning to ensure project deliverables stayed on track.
- Communicated immediately to management for escalation and resolution of issues. Provided viable solutions and status updates of issue resolution.

AT&T MOBILITY, NETWORK IMPLEMENTATION PROGRAM MANAGER, CPDO, ATLANTA, GA **(2009-2012)**

- Assigned to the Washington/Baltimore and VA/WV Markets in the Network Planning and Engineering (NP&E) Department.
- Created and maintained trackers for multiple projects, including GSM, UMTS, NSB, 1st, 2nd, 3rd, 4th and 5th Carriers and Special Events Implementations and Integrations, High Utilization and Congestion Reduction.
- Primary contact for day-to-day project interface with the customer and project team, involving Senior Management, Design, Provisioning, Construction & Engineering, RF and Technicians.
- Responsible for CPDO (Circuit, Path, Design and Order) Program Management for transport (primarily UMTS IUB) provisioning and implementation in support of initial transport requirements, augmentation or disconnect of existing facilities including all transport technologies (T1, T3 and SIAD deployments).
- Provided comprehensive market status reports in weekly AT&T Executive level conferences and deployment meetings.
- Supported, coordinated and escalated with Design, Ordering, Implementation and Capacity Management teams to ensure the success for the local market, regional and national transport delivery objectives of BAU and Plan of Record/Execution (POR/POE) production schedule.

- Held weekly deployment meetings to ensure market goals were met, ascertained and provided status, escalated issues and lead resolution efforts.
- Identified and tracked project risks, schedule discrepancies and jeopardies.
- Communicated immediately to management for escalation and resolution of issues. Provided viable solutions and status updates of issue resolution.

TEKSYSTEMS/T-MOBILE USA (PREVIOUSLY SUNCOM WIRELESS)

NOV 2007–MAY 2009

3G/UMTS PROJECT COORDINATOR, SITE DEVELOPMENT, ATLANTA, GA.

(2008-2009)

- Attended and provided status updates in weekly deployment meetings for 250+ multi-phase site upgrades.
- Worked closely with Tower Vendors, Site Acquisition Managers, Construction Managers, RF Managers, Technicians and Engineers to ensure project milestones stayed on time.
- Updated various internal systems with project milestone information.
- Generated electronic work orders and (PO) purchase orders for Bill of Materials (BOMs).
- Created, uploaded and maintained cell site files on the server.
- Coordinated, ordered and managed the installation for the T1s for cell tower upgrades.
- Developed presentations using project-tracking documentation via MS Word, Excel, PowerPoint and MS Project.

TELCO & POWER COORDINATOR, NEW SITE DEVELOPMENT/CONSTRUCTION, ATLANTA, GA (2007-2008)

- Coordinated, ordered and managed T1 installations and power installations orders for cell tower connections for approximately 400 sites in SC, NC and TN.
- Attended and provided telco and power status updates in daily and weekly executive level deployment meetings.
- Collaborated with Site Acquisition Managers, Construction Managers, RF Managers, Engineers, E911, Provisioning, Power Companies and LECs.
- Expedited the set-up of new power company vendors, negotiated deposits and filed paperwork.
- Maintained spreadsheet for valid E911 addresses, telco companies, power companies, FOC dates, telco ready dates, in-service dates, LCON information and driving directions. Facilitated the E911 department in obtaining valid cell tower addresses.

ISTA NORTH AMERICA

OCT 2006-MAY 2007

IMPLEMENTATION MANAGER, UTILITY EXPENSE MANAGEMENT, ATLANTA, GA.

- Supervised 7 employees, including Implementation Specialists, Rates/Tariff Utility Analyst and OCR Specialist.
- Contributed to departmental and organizational goals by supervising the implementation process of new multi-family housing clients/properties and rate/tariff analysis.
- Coordinated and tracked the progress of data gathering and set-up required for the implementation cycle.
- Communicated with the VP and Directors of UEM™ regarding status and participated in issue resolution to assure timely completion of projects.
- Planned workload, assigned duties and measured production against team and departmental goals and objectives for accurate and timely delivery of projects. Created and maintained project control documents.
- Provided guidance, leadership and coaching to staff for development of necessary skills.
- Verified accuracy of client set-up using quality assurance procedures.
- Prioritized and scheduled tasks by monitoring tracking system to maintain timely delivery of team output.
- Created and maintained tracking system for implementation components such as site setup and change of address process.
- Produced executive level status reports relating to implementations and rate and tariff analysis.
- Continued improvement efforts by participating in company and department initiatives.

AT&T (PREVIOUSLY BELL SOUTH LONG DISTANCE)

APRIL 2002- SEPT 2006

SERVICE DELIVERY PROJECT MANAGER (SDPM), ATLANTA, GA.

(2003-2006)

- Accountable for the coordination, project management and overall delivery and implementation of all dedicated voice and data services including frame relay, private lines, ATM, dedicated and switched 8xx and dedicated voice circuits for complex business customers across multiple networks. Liaison between BellSouth internal and external sales channels.
- Migrated customers from previous carrier and from Qwest/BellSouth platform to the BellSouth platform.
- Determined scope of project and assembled the project plan.
- Provided total responsibility and accountability for the entire installation process across all company lines and vendors.
- Delivered end-to-end coordination with sales teams, customers, vendors and other departments as part of the implementation support for new and existing customers.
- Monitored provisioning process and provided written status updates to customers and sales teams.
- Escalated, developed and coordinated solutions for project risks and jeopardies.

SERVICE DELIVERY ORDER SPECIALIST (SDOS), ATLANTA, GA.*(2002-2003)*

- Coordinated, tracked and managed various projects for the provisioning and installation of all switched voice services for complex business customers across multiple networks. Liaison between BellSouth internal and external sales channels.
- Trained coworkers one-on-one and in groups on the switched voice services processes. The SME for my team.
- Provided total responsibility and accountability for the entire installation process across all company lines and vendors.
- Delivered end-to-end coordination with sales teams, customers, vendors and other departments as part of the implementation support for new and existing customers.
- Monitored provisioning process and provided written status updates to customers and sales teams.
- Handled escalations and developed/coordinated solutions.

VERIZON BUSINESS (PREVIOUSLY MCI WORLDCOM)**MAY 2000- APRIL 2002*****TELECOM TECHNICIAN II, HYPERLINK, ATLANTA, GA***

- Responsible for order management and supervised the completion of orders placed on hold or tentative status due to internal and/or customer problems by escalating to the applicable internal departments.
- Maintained communication with various LECs for resolution of anticipated due dates and/or order cancellations. Escalated to the appropriate LEC to ensure delivery of late loops.
- Remotely accessed DACs terminals for querying digital cross-connects and verifying the mapping of DS0, DS1 and DS3 ranging from 2.4 kbps to 1.54 mbps. Activated hyperlink mux messages.
- Verified the correct operation of frame relay, point-to-point, multi-point, private line, analog and DDS circuits. Tested and installed DS0 and DS1 circuits using ITAS, ITS and Telnet.
- Assisted customers with trouble shooting problems with turn-up of circuits and help maintain after turn-up. Performed customer test assistance, loopback, pre-verification and local loop acceptance. Assisted account representatives with hotcuts.

VERIZON (PREVIOUSLY BELL ATLANTIC)**MAY 1997-MAY 2000*****CONSULTANT / SERVICE REPRESENTATIVE, SMALL BUSINESS, RICHMOND, VA.***

- Negotiated small business service requests for Virginia, West Virginia, Washington, DC and Maryland using the respective tariffs.
- Identified customer needs and recommended products and services for new, disconnects, service transfers and change orders. Accurately quoted rates and calculated adjustments.
- Wrote complex service orders for Centrex Custopak, Centrex 2100, 800 service, FX (foreign exchange), OPX (off-premise extensions), custom calling features, automatic ring-downs, POTS lines and PIC changes using SOACS, BOSS/BAC and ExpressTrak systems.
- Frequently acted as Service Manager/Supervisor for call center to satisfy unhappy customers.
- Fulfilled duties as Take-Over Mentor and trained new Consultants after initial training class.
- Served as Sales Leader for team in 1998-2000.
- Achieved Winner's Circle 1998 and 1999 in Atlantic City, NJ for exceeding sales objectives for monthly and yearly sales and on-line adherence requirements.
- Attained "Above and Beyond" Award in February 1999 for work on sales committee.

CERTIFICATION

- Project Management Institute, PMP (Project Management Professional) Certification #1269679. Earned June 2009, valid through June 2018.

ACADEMIC BACKGROUND

- The Citadel, Charleston, SC, School of Engineering, Graduate Level Technical Project Management Class
- University of South Carolina, Columbia SC, Bachelor of Arts in Journalism and Mass Communications