**Denise Wilson**

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**703-282-5288**

**Alexandria, VA**

**\*\*Contract Hourly Rate: $45-$55 per hour on W2\*\***

**\*\*Permanent Salary: $85,000-$95,000\*\***

**SUMMARY**

* Strong experience in Project Management, Project Coordination, Quality Analysis, Service Delivery, Internal & External Customer Interface, Business Requirements & Process Documentation, Customer Transition, Inventory Management and Order Management.
* Proficiency in Data Query Techniques such as data models, database design, data mining & segmentation work flows.
* Possess strong analytic skills with the ability to collect, organize, analyze & disseminate significant amounts of information with a focus to detail & accuracy.
* Tracked, updated & maintained all project activities via MS Project & the MS Access database.
* Excellent Communication and Customer Management.
* Experience creating daily status reports and metrics via Excel and Power Point for Management staff.
* Tracked, updated & maintained all project deliverables, schedules, milestones, action items, risks and issues logs.

**SKILLS**

**Databases/Software Applications** MS Project, Visio, Excel, Access, Word, PowerPoint, Granite, SharePoint, Remedy/ Eventrak, OESOTS CSG, Siebel, MARSBI, SOA, Clearinghouse, ESR, Port PS, Neusupport, Directory Data Look Up Tool, PIC CARE GUI, NPAC, OMSe, VIT Tool, ACMS, SOTS, POCITS, Netpro, TeComms, MECCA, ProComm, NORIC, CORE

**Monitoring Databases** HP Open View, BMC Patrol, Net Cool, Compaq Insight Manager, Net-Boss, Network/ Fault Management System

**PROFESSIONAL EXPERIENCE**

**Charter Communications, Herndon, VA Jul 2014 – May 2017**

**Project Analyst/Incident Quality Analyst**

*Support Data and Business Analysis needs for both business process and advanced technical capabilities of industry standard analytical tools and theories*

**Responsibilities**

* Created Customer & Internal performance metrics reports (MTTR & risk analysis) in accordance with TWC's business needs to support contractual requirements.
* Utilized advanced Microsoft Excel skills to create pivot tables, VLOOKUP & charting for customer & internal performance/metric reports.
* Completed Monthly Ticket Performance Reports to meet internal/external clients & contractual requirements.
* Provided accurate ticket data to our internal/external customers for outage liability, customer identity & circuit identity (QA feedback & trending, Incident Auditing).
* Collected, processed, & analyzed historical data derived from multiple sources such as ticketing systems, customer databases, & network usage tools.
* Supported TWC's Client Service Management Team by providing PowerPoint slide presentations.
* Facilitated communication between business unit & Network Operations from initial requirements to final implementation. Worked closely with management to prioritize business & information need.
* Analyze business partner's operations to understand their strengths/weaknesses to determine opportunities to automate processes & functions.
* Consistently supported all efforts to simplify & enhance the customer experience.
* Collaborated with Management to outline goals for the QA Team as determined by Business Needs.
* Orchestrated customer & business needs in database alignment & utilization.
* Communicated necessary information to stakeholders in appropriate context & time lines according to business needs. Analyzed & developed communication improvements.
* Created monthly circuit inventory reports via the MARS BI (Metrics & Reporting Systems) reporting tool.
* Coordinated with the Share Point Development Team to create Share Point sites & daily reports.
* Utilized Granite to verify customer circuit information & work with incumbent teams for process analysis.
* Created Job Aids & training documents to support organizational & operational changes
* Provided training to new team members.

**CenturyLink, Herndon, VA Nov 2012 – Jul 2014**

**Project Coordinator**

*Contract-Provided assistance to PMO Team & Networx Coordination Center in support of various Federal contracts.*

**Responsibilities**

* Coordinated with 3rd party vendors to schedule site surveys, demarc extensions & equipment installations at the various Federal Government customer locations.
* Interacted with provisioning & circuit testing teams to ensure circuits are delivered & tested on time (DS1, DS3, Ethernet circuits) utilizing BGP, MPLS & MTIPS protocols.
* Ensured equipment (Cisco 3925 routers, Uplogix modems & cables) are configured & shipped to customer.
* Utilized CORE (Customer Order Entry) to update all circuit activities.
* Scheduled installation & circuit activations with the NOC, 3rd party vendors & customer.
* Maintained/updated all scheduled activities & milestones in MS Project.
* Managed/facilitated customer circuit activation calls with Engineering & 3rd party technicians at each customer site.
* Coordinated, managed & tracked MAC-D orders (moves, adds, changes & disconnects).
* Communicated effectively with clients & team members.
* Participated in ongoing process/procedure documentation.
* Utilized Change Management Methodologies to identify, resolve & improve the process.

**Time Warner Cable, Herndon, VA Oct 2010 – Jan 2012**

**Operations Analyst**

*Contract- Project/Competitive Local Exchange Carrier (CLEC).*

**Responsibilities**

* Individually created 95% of all the training modules utilized in the CLEC Operations Group. Functioned daily as the lead coordinator between Time Warner Cable & the various LECs (Local Exchange Carriers) with which Time Warner Cable interfaced.
* Coordinated & tracked the LNP (Local Number Portability) intervals respective to porting & disconnection timers via MS Excel.
* Reviewed & processed LNP requests in the NPAC & provided concurrence or rejection to these requests well within the pre-designated intervals.
* Utilized the NPAC daily to assess & execute all LNP related processes, which were integral to the adherence to the CLEC Operations MTTR (Mean Time to Resolve) intervals.
* Responsible for CNAM, LIDB DPC Codes, NPAC SV (Subscription Version) IDs, E911 & 411 functionalities & requirements.
* Performed PIC (Presubscribed Interexchange Carrier) change requests & Directory Listings transactions.
* Operated as the lead coordinator with respect to inbound calling issues affecting Time Warner Cable customers. Within the realm of this function, executed troubleshooting on digital VOIP phones, verified MAC addresses & Gateway specifications, ensured actual porting date of telephone number aligned exactly with data retrieved from the NPAC (Number Portability Administration Center).
* Contacted the Originating Telephone Number's service provider & performed the troubleshooting with their respective technicians & analysts.
* Utilized Eventrak (Remedy) to update, open & close trouble tickets.
* Trained other team members on the myriad aspects of executing the CLEC Operations functions & processes accurately & efficiently.

**Avaya Government Solutions, Columbia, MD Apr 2008 – Oct 2010**

**Project Manager**

*VOIP Migration. Managed ordering, scheduling, tracking, activation & disconnect of all analog PSTN Trunks, T1s, E911, Toll Free Numbers & Voice over IP Telephony services via MS Project on behalf of Social Security Administration.*

**Responsibilities**

* Coordinated with the Implementation Team, nationwide CLEC, LEC, GSA (GSA regions 1-10) service providers, Technicians & Customer (SSA) to schedule & monitor the progress of telecom voice & data orders.
* Applied technical knowledge to coordinate & oversee implementation & cutover of analog & dedicated line orders, intercept messages, local, long distance & toll-free move, adds & changes.
* Coordinated with the Installation Teams & Field Engineers to ensure circuits are installed & tested on the CS1K & Data equipment per customer specifications.
* Assisted the Field Engineers with the removal of any unnecessary network hops, minimized latency, jitter & loss of RTP packets while adding prioritization to routers & firewalls to ensure the voice traffic received the best treatment.
* Ensured E911 services were accurate, up & running.
* Assigned PIC/LPIC.
* Ensured the CNAM is updated with customer's name & phone number.
* Notified customers of planned installation & LEC maintenance.
* Scheduled outside vendors to remove customer's existing equipment after the VOIP migration is complete.
* Tracked, updated & maintained all project activities via MS Project & the MS Access database.
* Created & maintained provisioning process/procedure documentation on SharePoint.
* Conducted weekly status meetings with the Implementation Management Team & the SSA staff.
* Provided weekly reports via MS Excel to SSA & Implementation Management.
* Created/presented quarterly provisioning metrics to Implementation Management & staff via MS PowerPoint.
* Tracked, escalated & managed MAC-D orders (moves, adds, changes & disconnects).
* Created Web based Customer Satisfaction Surveys.

**AT&T Government Solutions, Oakton, VA Mar 2006 – Oct 2007**

**Project Manager**

*Contract-Voice & Data Migration. Managed/Planned circuit migration of voice & data circuits (T1s & DS3s) between two DOD/DISA contracts*.

**Responsibilities**

* Conducted daily cutover coordination conference calls with DISA & AT&T.
* Created daily cutover/migration schedules for AT&T's technicians responsible for migrating circuits via MS Project.
* Managed customer relationships throughout service delivery & acted as an escalation point for operational issues.
* Documented shortfalls in the MS Project Master Schedule as to why a transition did not occur.
* Created daily status reports via Excel for Management staff.
* Tracked, updated & maintained all project activities via MS Project.
* Assisted technicians in troubleshooting cutover/migration issues.
* Assisted with correcting design & re-engineering orders.

**Covad Communications, Herndon, VA Jun 2004 – Feb 2006**

**Project Manager**

*VOIP/DSL. Project Managed/planned multiple, simultaneous VOIP projects.*

**Responsibilities**

* Managed other customer projects that included DSL, DID, Toll free, E911 & Auto Attendant.
* Conducted technical design review meetings with customers & Covad's engineering staff.
* Managed customer relationships throughout service delivery & acted as an escalation point for operational issues.
* Coordinated with vendors for CPE ordering & installations.
* Utilized Siebel to manage project timelines & maintain schedules.
* Updated the Siebel Database with status on all projects.
* Identified trends, provided supporting data, monitored vendor issues & assisted with monthly reporting.
* Responsible for invoice billing & billing inquires.
* Kept track of all project activities to ensure customer expectations were met.

**XM Satellite Radio, Washington, DC Sep 2001 – Jun 2004**

**IT Technology Center Specialist**

*Responsible for managing & resolving problems associated with XM's Corporate Network.*

**Responsibilities**

* Utilized HP Open View & BMC Patrol to monitor XM's Corporate Network.
* Opened trouble tickets via Remedy & assigned them to the organization that was responsible for the specific problem/issue.
* Ensured Web links, SMTP Services (Simple Mail Transfer Protocol) & servers were up & operational to ensure a high level of systems availability & to reduce downtime.
* Utilized the Client Manager database to grant access/permissions to XM employees into Windows & other applications.
* Maintained & updated daily log reports.
* Assisted in updating operating procedures.
* Responsible for managing functionality of XM's Web enhancements & proactively managing discrepancies.
* Troubleshot database errors & problems with the users & relayed those discrepancies to the Development Management Team.
* Monitored applications & databases for problem determination for the following: Siebel (Customer Relationship Management/Point of Sale Data Entry), Lawson (Finance & Enterprise Resource Planning) & Portal (Billing & Collections) utilizing SQL scripts prepared by the Development Team.

**Zephion Networks, Falls Church, VA Dec 1999 – Sep 2001**

**Project Manager**

*Voice/Data Provisioning. Project Managed a 12-member team of Voice & Data Provisioners & Team Leads.*

**Responsibilities**

* Managed the provisioning of DS0s, T1s, DS3s, OC Facilities, E911, ATM, PRI, Switched Access & Switched Long Distance Trunking Circuits/Orders via ASRs.
* Maintained & developed internal & external client & vendor relationships as well as act as a resource to internal clients when appropriate.
* Created requirements & process/procedure documentation via MS PowerPoint.
* Conducted training to new Voice & Data Provisioners.
* Participated in the technical aspects of developing proposals & contracts.
* Conducted high-level process & development meetings, presentations (and on-line presentations) & training.
* Created network topologies utilizing MS Visio.
* Utilized MS Excel to manage project timelines & maintain schedules.
* Managed & coordinated tasks associated with provisioning orders & escalation issues.
* Provided guidance & direction to team members including setting performance standards.

**Cable & Wireless, Vienna, VA Dec 1998 – Dec 1999**

**Provisioner**

*Voice/Data /Circuit Design.* Reviewed & verified complex technical voice & data orders.

**Responsibilities**

* Worked with vendors to price customer & network circuit costs.
* Ordered voice & data access circuits (56k, PRI, T1, DS3 & OC facilities, Etc.) via Cable & Wireless' TechNet ASR/LSR Ordering Gateway System from ILECs, RBOCs & CLECs.
* Designed DLRs (Design Layout Records) for field technicians.
* Assigned CFA (Channel Facility Assignment) for circuits ordered.
* Monitored pending orders, tracked FOC dates (Firm Order Commitment) & updated internal databases.
* Worked closely with sales, vendors & planning teams regarding status of pending orders, projects & any issues associated with the orders.
* Insured accuracy & on time completion of all circuit orders.
* Utilized Remedy to open problem tickets & resolve provisioning related issues.
* Provided support to field operations.
* Attended weekly conference calls & order flow/process meetings with Sr. Management keeping all team Players abreast of current statuses of orders.

**Espire Communications, Laurel, MD Dec 1997 – Dec 1998**

**Project Manager**

*Internet Access/Data. Project Managed all customer projects from beginning to end*.

**Responsibilities**

* Reviewed contracts for technical & pricing accuracy.
* Acted as liaison & coordinator between customer, provisioning, sales, vendors & engineering to ensure accuracy & on time completion from post sales to customer acceptance.
* Responsible for initiating the escalation process to resolve issues in a timely manner desirable to each customer needs & to the company's aptitude.
* Conducted regular status meetings with the account teams & customers to keep them abreast of all activities of all orders under my accountability.
* Set activity completion metrics, reported on status (spreadsheets, diagrams & written explanations) identified exceptions & created action items to correct exceptions, also tracked action items to completion.
* Researched Customer Account Records (CSR) & resolved any customer account issues.
* Utilized Remedy to opened problem tickets & to resolve Customer related issues.
* Assisted in first line management for administering company policies, procedures, functions & activities of the Fulfillment Division, & worked closely with vendors & internal clients.
* Gathered requirements for new processes & customer products.
* Responsible for billing of all customers after installation of service.

**Global One, Reston, VA Jul 1995 – Dec 1997**

**Project Manager**

*International Provisioning. Project managed & provisioned Frame Relay, X.25, Private Line, PRI & other Global One Services for several major international accounts via ASRs emailed to various international LECs.*

**Responsibilities**

* Coordinated migration of customers to new Platforms.
* Ordered hardware including routers for all customers & internal network clients.
* Updated & maintained support of internal databases.
* Worked with partners, sales, program managers, vendors, field operations, & internal organizations to ensure project deadlines were met.
* Submitted completed orders to billing department.
* Utilized Remedy to open problem tickets & to resolve provisioning related issues.

**MCI Telecommunications, Reston, VA Feb 1994 – Jul 1995**

**Project Manager**

*Contract- Implementation. Prepared & distributed daily operations & management reports to MCI Client Management.*

**Responsibilities**

* Reviewed FAA orders/contracts & technical specifications for accuracy.
* Coordinated the installation process by direct communication with technical staff at terminals, engineering departments, marketing, & customer support.
* Monitored Private Line ordering & Implementation Process for major accounts Updated internal tracking system (NetPro).

**EDUCATION**

AA in General Studies, Strayer University, Alexandria, VA, 2001

*Additional Training:*

* Advanced MS Excel Training, 2016
* MS Project Training, 2013

*Awards:*

* AT&T AGS Quarterly Recognition Award-DTS C/AO Program Team 2006

*Volunteer Experience/Causes:*

* Veterans Network- Arts & Culture, Time Warner Cable, 2016-2017