

Volunteer Salesforce Administrator Volunteer Salesforce Administrator Volunteer Salesforce Administrator - The Becoming Project (Non-Profit) Lawrenceville, GA Work Experience Volunteer Salesforce Administrator The Becoming Project (Non-Profit) - Conyers, GA 2019 to Present

Designed, setup and maintained Salesforce standard objects, while also structuring user roles, security profiles and workflow rules. Developed reports, dashboards, and processes to continuously monitor data quality and integrity. Manage ongoing support request and administration needs of business and users. Work with staff across the organization who use Salesforce, providing training and continued support through training materials and running training sessions. Stay current with Salesforce releases and corresponding documentation and provide new functionalities and solutions as needed.

SR. Network Provisioning Specialist AT&T Corporation - Conyers, GA 2013 to Present

Perform network testing in preparation for deployment of services using PUTTY or Secure CRT. Provide solutions and project management of reviewed documentation and vendor specs for inclusion into database templates. Developed Power BI reports and dashboards from multiple data sources for Data Powered Operations team. Manage all aspects for pre-testing new facilities for grooming of AT&T Core Network for changes to optimize network capacity and create cost savings. Conducted knowledge transfer sessions and training of equipment to less experienced team members. Performed network provisioning of all technologies for the Mobility Wireless Network including: Transport, RAN, Core, VoLTE, Signaling and IP elements.

Network Control Analyst ALCATEL LUCENT - Atlanta, GA 2011 to 2013

Provide technical support and repair of Sprint's network to include Domestic and International services ranging from DS0/DS1/E1, DS3, OC3, and STM1 to OC192/STM16 at the physical layer. Submit trouble reports to assist with restoral of customer services through escalation process with internal/external partners. Participate on calls with multiple organizations (internal/external) to resolve network issues.

Contractor AT&T Corporation - Conyers, GA 2011 to 2011

2011 Network Transport Provisioner

Join conference calls with customers to resolve roadblocks for scheduled activities to be completed. Coordinate customer and GNOC attendance during maintenance window to facilitate the completion of grooms by establishing meeting and conference bridges for all

parties. Network Engineering Specialist Ericsson - Atlanta, GA 2009 to 2010 Provide technical support for a team of 13 technicians responsible for installation of Domestic and International services. As Support Engineer, documented all technical procedures and processes on configuring equipment, migrating existing customer services via Methods of Procedures. Validated and reviewed Domestic and International Special Customer Arrangements services submitted by the Account Teams. Performed project level implementation of Domestic Services by documenting and communicating project status/issues during meetings, and ensuring all deliverables are received and accepted by the customer. Network Engineering Specialist Sprint Nextel - Atlanta, GA 2000 to 2009 Worked as Subject Matter Expert on project with IT Department to help develop system enhancements that would be beneficial to the business unit. Trained new technicians to configure and test equipment. Involved in developing center-wide Business Process Improvement facility in Atlanta that led to more accurate data analysis, 50% productivity improvement, reduction of defects to below 15%, and lowered backlog orders. Created training document and facilitated training of IP product transition from center in Reston, VA to center in Atlanta, GA. Education Certified Administrator University of Oklahoma - Norman, OK March 2019 Bachelor of Science in Mechanical Engineering Gwinnett Technical College - Lawrenceville, GA Skills DATA ANALYTICS, METRICS, PROBLEM SOLVING, PROCESS IMPROVEMENT, EXCEL Additional Information RELEVANT SKILLS Detail-focused, accountable and willing to take on the challenge of supporting great tools used in fast-paced environments. Solid ability to gather, document and execute detailed specifications from high level. Proficient in Microsoft Windows Office: Word, Excel, Powerpoint, Outlook, Skype for business. Superb written and verbal communication skills as well as listening skills to build client engagement. Solid problem-solving skills as well as demonstrated analytical and qualitative abilities. Strong organizational skills and a strict attention to detail and proven ability to complete. Demonstrated expertise in project management and process improvement. Problem solving and strong analytical ability with orientation for detail and accuracy. Detail orientation and strong attention to detail. Ability to plan, prioritize and meet deadlines. Proven analytical skills, data analytics expertise and ability to build reports and queries to support such

metrics. Confidence, highly communicative, and excellent business insight and a willingness to challenge others or propose changes. Trailheads: Salesforce Trailhead | Decia Brown

Name: Kyle Taylor

Email: terrymichael@example.org

Phone: 513.943.6561