

MACD Off-Net Project Manager/Provisioner MACD Off-Net Project Manager/Provisioner Project Manager/Provisioner Centennial, CO Authorized to work in the US for any employer Work Experience MACD Off-Net Project Manager/Provisioner Comcast Cable Corporation - Greenwood Village, CO June 2018 to Present Responsible for establishing new ENNI connections to support off-net customers. Manage move, add, change and disconnect orders for existing off-net locations.

Metro-E Off-Net Escalation Project Manager Comcast Business January 2018 to June 2018 Managed escalations for multiple vendors. Wrote process documentation and conducted escalation training for all engineers. Responsible for reporting any roadblocks or process gaps to senior management. Consistently gathered feedback on current processes in order drive process improvement.

Metro-E Off-Net Engineer Comcast Business May 2017 to December 2017 Responsible for internal circuit design of UNI and EVC Ethernet circuits in the Century and MetaSolv database. Manage all Ethernet circuit installs from design until order completion, including right of entry, permitting and all scheduling. Responsible for obtaining pricing with various vendors for off-net locations and communicate to sales. Manage escalations as needed for pricing changes and order delays.

Telephony Engineer II Comcast November 2015 to April 2017 Trained and managed off-shore team to become proficient with the MetaSolv database and issuing access service requests. Manage all queues for on-shore and off-shore teams. Handle all LEC escalations. Work with various engineering teams to ensure project timelines and manage deadlines. Manage complex resolution of provisioning issues. Conduct ASOG upgrades. Conducted daily calls with off-shore team to address success rates and training opportunities. Led initiative to bring ASR back on shore which consisted of cross training design engineers on ASR and also onboarding and training new ASR peers.

Circuit Design Engineer Successfully transitioned into hybrid role which consists of circuit design and ASR. Manage and design multiple LATAs, which also included rate center expansions. Conduct launch calls for assigned markets and manage design and orders.

Off-Net Install Project Manager/Provisioning Engineer Metro February 2015 to October 2015 Responsible for internal circuit design of UNI and EVC Ethernet circuits in the Century and MetaSolv database. Manage all Ethernet circuit installs from design until order

completion. Responsible for obtaining pricing with various vendors for off-net locations and communicate to sales. Manage escalations as needed for pricing request and order delays. Circuit Provisioning Engineer Comcast Cable Corporation(Apex Systems) - Greenwood Village, CO February 2014 to February 2015 Responsible for internal circuit design, including port assignments in the MetaSolv database due to displaying an advanced ability to take on and master new tasks. Became the point of contact and SME for all CDV CAC database related issues by displaying a superior ability to assist fellow colleagues. Actively project manages all aspects of assigned projects including LEC status calls. Responsible for implementation of engineering requests for circuit orders in support of the EPS objectives for backbone, IP and VoIP networks. Manage complex resolution of provisioning issues and develop practices and procedures for circuit installation and maintenance. IT Global Service Delivery Analyst Newmont Mining Corporation - Greenwood Village, CO May 2011 to June 2013 Handled ticket prioritization and escalation using CA Service Desk Manager. Identified and escalated situations requiring urgent attention. Used remote desktop, including SCCM to connect to user's machines and solve issues remotely. Administered Active Directory accounts, including Exchange administration, BES accounts. Created and updated documentation for team SharePoint site. Service Delivery Manager Virtela Technology Services Incorporated - Greenwood Village, CO January 2011 to May 2011 Test and turn up of DSL, Ethernet, DS1& DS3's with various LEC's via Cisco and Juniper. Managed special migration project for over 900 locations. Worked with multiple vendors to ensure on time delivery of circuits. Technical Support Analyst Johns Manville - Denver, CO September 2010 to May 2011 After hours technical support for end users for Windows, SAP, Citrix and various applications. Remotely troubleshoot Windows server outages via SolarWinds. Manage Active Directory and Exchange accounts as needed. SIP Support Representative IBM - Boulder, CO June 2010 to July 2010 Provide technical support across multiple platforms: voice, email and chat for installation and maintenance of Skype for SIP product. Troubleshoot call failures by analyzing SIP messaging. Effectively contribute solutions to knowledge base. Education Project Management Certificate University of Denver October 2017 to June 2019 Master of Business Administration in Business

Administration University of Phoenix - Denver, CO 2010 B.S. in Information Technology University of
Phoenix - Denver, CO 2008

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