

Manager Network Ops Center Manager Network Ops Center Hacienda Heights, CA Authorized to work in the US for any employer Work Experience Manager Network Ops Center AT&T - Anaheim, CA August 2018 to Present Manage 9 Comm technicians 12 8a Night shift in Orange County, Riverside, San Diego. Approve payroll, time off request, technician work schedules & reconcile attendance issues. Ensure technicians EH&S Safety protocols are followed. Relay company business practices. Field visits to ensure Safety & Quality compliance. Escalate to other departments to meet customer commitments. Partner with CWA 9510 to resolve grievances with employees. Certified Elite Manager training July 2018 Manager Network Services AT&T - Los Angeles, CA July 2013 to July 2018 Manage 20 Splicing technicians Greater Los Angeles area. Approve payroll, time off request, technician work schedules & reconcile attendance issues. Ensure technicians EH&S Safety protocols are followed. Relay company business practices. Field visits to ensure Safety & Quality compliance. Escalate to other departments to meet customer commitments. Partner with CWA 9400 to resolve grievances with employees. Network Dispatch Center Maintenance Administrator AT&T - Pasadena, CA January 2000 to June 2013 Operate computer-based customer record system. In-charge for supervisor when absent. Customer call backs to ensure our customer commitments. Subject matter expert Special Services dispatch center. Route Installation and Repair daily workload for greater Los Angeles area. Consumer Marketing Group Staff Associate AT&T - Pasadena, CA September 1998 to December 1999 Pasadena Mass & Acquisition CMG Payroll clerk. Input regular & overtime for customer service representatives. Work with Payroll Department & HR to reconcile payroll & HR related issues. Education Bachelor's in English Literature University of California-Los Angeles - Los Angeles, CA September 1992 to June 1996 Associate in Liberal Arts Mount San Antonio College - Walnut, CA August 1990 to June 1992 Skills Operations, Scheduling, Payroll, Training, inventory, Microsoft Word, retail sales Certifications/Licenses UCLA Extension Paralegal Training Program January 1996 to June 1996 Legal Research Legal Analysis Oral Communication and Presentation Skills Effective Writing in Legal and Business Settings Typing Certification March 2019 to March 2021 Typing Certification: Number of Gross Words per Minute: 56 Assessments Email Familiar March

2019 Measures a candidate s ability to effectively compose and organize email messages. Full results: https://share.indeedassessments.com/share_assignment/13xlxu37lktgoech Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.

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