

IT Manager/ Project Manager IT Manager/Project Manager Saint Augustine, FL Authorized to work in the US for any employer Work Experience IT Manager/ Project Manager BellSouth Communications Systems March 2001 to April 2003 Customer Liaison BellSouth Communications Systems/Electronic Data Systems February 1999 to February 2001 IT Help Desk Supervisor BellSouth Communications Systems September 1998 to February 1999 Education N/A University of Alabama Birmingham , Alabama Skills Data Analysis (3 years) Additional Information I was hired by South Central Bell in October, 1969. My first job with the company was Long Distance Operator located in Birmingham Alabama. I was 18 years old and most of my co- workers were also 18-25. Yes I was the voice tat answered when "0" was dialed on the phone. The job required a lot if multitaskin and manual record keeping to connect callers correctly, billing, and emergency situation calls all while keeping the customer happy and meet call volume requirements. BellSouth went thru a lot of changes from 1969 and 2003 and I did also. The education from company training and tution reimbursement gave me a million dollar education with no student loan. I became disabled in April 2003 or I am sure I would still be working and I think it would now be AT&T or HP. I miss the customer interaction and the day to day planning, implementing, training and the challenge. I enjoyed working on many projects as the computer world/ technology evolved. I worked on Disaster Recovery, Processes and Procedure, and Program Requirements.

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