

Emmanuel Rivera

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MANAGER

A self-starter and motivated professional with a strong passion for graphics, communications and technology —with new ways of delivering excellent products and experiences at the forefront of my inspiration.

SKILLS

Project Management

Employee Engagement

Organizational

Leadership

Agile Mindset

Time Management

Reporting & Analytics

Detail Oriented

Communications

High Paced Multitasking

Incident Management

Fluent in Spanish

EXPERIENCE

Verizon

April 2013 - September 2022

Engr III Spec CS - Sys Analysis, July 2021 - September 2022

Lead for Platform Incident Management: Ticket assignment, troubleshooting and resolution.

- Worked with Incident Management tracking tool to resolve 450+ trouble tickets using problem-solving skills daily to resolve issues.
- Organized and delegated tickets based on issue to streamline processes.
- ICE Site development and maintenance (Website development and updates).
- Quality Assurance for Back End Platform systems, improving user experience and reducing downtime.
- User Acceptance Testing for Communication Platform to enhance user experience.
- Enhancement ideation, testing and implementation to drive solutions.
- Launch support for enhancements that rolled out to end users.
- Change management work on platform processes to streamline work and duties.
- Liaison between company and vendor (platform owner).
- Subject Matter Expert for entire platform.

Sr. Analyst - Marketing Ops, Alpharetta, GA, February 2019 - July 2021

Copywriter for communications delivery team.

- Inspired, motivated, engaged and educated frontline employees using various company communication tools.
- Provided transparency through communications to inform frontline employees.
- Subject Matter Expert for distribution of all communication tactics.
- Responsible for formatting, structure and execution of daily internal newsletter.

Sr. Analyst - Customer Svc Ops, Alpharetta, GA, November 2015 - February 2019

Focus on employee engagement and incentives.

- Supported field teams for engagement and incentives including technical support and analytics & communications around internal incentive tool.
- Developed, analyzed and maintained reporting for projects using Excel.
- Subject Matter Expert for gamification incentive platform, all field incentives and engagement activities.
- Facilitated team meetings to keep field teams up to date on all platform information.
- Member of automation and testing team.

Customer Specialist/Tech Expert, Tampa, FL, April 2013 - November 2015

Handled high volume of inbound customer calls while providing excellent customer service and troubleshooting to resolve customer concerns.

- Used troubleshooting skills to provide the best possible resolution for customers' technical concerns with devices and services.
- Acted as a customer advocate to ensure complete resolution.
- Assisted customers over the phone with billing concerns.
- Led peer information resource team.

Target, Mt. Kisco, NY

October 2009 - January 2013

Price Accuracy Team Leader

Led a team of 10-15 Team Members on best practices for the price change and promotional signing process.

- Actively participated in performance management processes and duties.
- Developed and trained team members up to the next promotional level.
- Reinvented Price Change process to positively drive company KPI's.

EDUCATION

Manhattan College, Riverdale, NY

Bachelor of Arts (BA) - Computer Science