

Christopher L. Burgess

Tel: 702-862-6700 • Email: cb3750@att.com • LinkedIn: [@ijimmyneutron](#) • GitHub: [@abersparky](#)

PROFESSIONAL EXPERIENCE:

Sr. IT Client Consultant, AT&T Mobility, Las Vegas, NV

July 2013 to Present

- Develop strong client relationships in order to strategically manage advanced mobility applications and services.
- Identify opportunities to increase revenue while enhancing the customer experience.
- Collaborate with sales, network, operations, marketing, and vendors to develop customer specific action plans to help facilitate implementation, drive adoption, resolve service escalations and maintain lifecycle management of mobility applications and wireless data solutions.
- Develop, document, and share best practices for service management for managing mobility applications solutions, detailing the significant approach used to resolve business impacting issues.
- Lead project development and functional consultant teams during project implementation/support/change activities.

Service Manager Customer Relations, AT&T Mobility, Las Vegas, NV

April 2006 to June 2013

- Support AT&T Wholesale & System Integrators Segments within the Signature Client Group
- Contract implementation and post-sales support as part of Mobility account team
- Account Management including Root Cause Analysis, Day-to-Day Operations, Escalated Issues Resolve
- Facilitate as project manager overseeing various cross functional teams including Premier Enterprise Portal, National Business Services, Select Care, IT, Mobility Maintenance Center, and many others teams to meet complex deadlines for multiple concurrent projects
- Extensive experience working with and supporting sales professionals, as well as experience working with cross functional teams and executives, both internally and externally
- Provide coverage for Area Manager when needed
- Subject Matter Expert for numerous topics including: Mobility Systems, Excel, Stewardships, Reporting, & Billing
- Provide customers & leadership with Monthly, Quarterly, and Ad-Hoc reporting on account performance related to Revenue, Churn, and other account metrics
- Lead role in implementation of Billing and Premier Online Ordering & Care provisioning
- Lead point of contact in resolving escalated billing issues, account maintenance, service outages, & all other post-sales activities
- Nominated as a Six Sigma Black Belt Candidate
- Received Far Exceeds and Role Model Ratings for 2012 Performance Year

Retail Sales Consultant, AT&T Wireless/Cingular Wireless, Washington, DC

March 2004 to March 2006

- Greeted & engaged customers
- Maintained merchandise and overall appearance of store
- Assisted manager with day-to-day operations of store
- Maintained inventory and merchandising of store
- Trained employees on policies and procedures
- Specialized in knowledge of data products and services
- Educated co-workers & customers on various products and services offered

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CERTIFICATES AND ACCOMPLISHMENTS:

- Six Sigma Green Belt Certification
- Six Sigma Orange Belt Certification
- Created & maintain/support Mobility Service Manager & Area Manager Dashboards to track account metrics
- Recognized as an AT&T Global Customer Services Service Hero – June 2010 & June 2011
- Top 5% Performer in Signature Client Group West Organization in 2012
- Won 2012 3rd Quarter IT Innovation Award for TIP Idea
- Won August 2012 Service Sells Award
- Won 2013 2nd Quarter Service Management White Vest Recognition Award

ADDITIONAL VOLUNTARY ROLES WITHIN AT&T:

- Network Ambassadors – January 2010 to present
- Twitter Ambassadors & Social Media Reverse Mentor – March 2010 to present
- MSM Enterprise Customer Newsletter – May 2008 to June 2013
- SCG W Winning Teams (Reporting Improvement, Innovation, & Excel Education) – February 2010 to October 2010
- SMILE/TIM Six Sigma Team – September 2009 to January 2011
- MSM New Hire Mentor Team – May 2012 to December 2012
- MSM Mobility Mentor Café Team – March 2011 to June 2013

EDUCATION:

Bachelor of Science, Computer Science

University of Nevada Las Vegas, Las Vegas, NV

August 2013 to May 2017 (In Progress)

iOS Nanodegree

Udacity

March 2015 to November 2015 (In Progress)

Associate of Arts, High Honors, Phi Theta Kappa Honor Society

College of Southern Nevada, Las Vegas, NV

January 2011 to May 2013