

Christopher L. Burgess

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KEY COMPETENCIES:

- Programming Languages and IDEs: Swift, C++, Xcode
- Continually develops highly competitive and advanced skills
- Builds relationships and strategically collaborates across workgroups to achieve mutual outcomes

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 while also identifying opportunities to increase revenue
- Lead project development and functional consultant teams during project implementation/support/change activities
- 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
- Act as In-Charge for Associate Director when needed

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

April 2006 to June 2013

- Customer facing role responsible for all post-sales support and end-to-end experience for a dedicated portfolio of AT&T's largest multinational customers throughout the world.
- Consistently performed in the Top 5% of the Signature Client Group West Organization and received Far Exceeds and Role Model Performance Ratings
- Nominated as a Six Sigma Black Belt Candidate
- Acted as In-Charge for Area Manager when needed

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

March 2004 to March 2006

- Supported Store Manager as Acting Assistant Manager with day-to-day operations while meeting sales goals
- Specialized in knowledge of data products and services

EDUCATION:

B.S. in Computer Science, University of Nevada Las Vegas

August 2013 to May 2017 (Expected)

iOS Nanodegree, Udacity

March 2015 to November 2015 (Expected)

Associate of Arts, High Honors, College of Southern Nevada

January 2011 to May 2013

- Phi Theta Kappa Honor Society

CERTIFICATIONS AND ACCOMPLISHMENTS:

- Six Sigma Green Belt & Orange Belt Certifications
- Recognized as an AT&T Global Customer Services Service Hero – June 2010 & June 2011
- 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

Note to Udacity Reviewer:

Based on the initial review, I've made edits to the Education section as well as added a Key Competencies (skills) section; however, I have some concerns about the "3-4 bullet" requirement. Years ago, I was taught to use the Experience section to explain your job history to someone not familiar with the roles (whether internal or external to my current company). Then more recently, I learned to also include (and include near the top) achievements and areas you excelled. Examples include "Consistently performed in the Top 5%..." etc. Over the years, this pushed my resume to 2 pages. I've heard from numerous sources that 2 pages isn't a bad thing anymore; but I definitely understand the need to include the most important aspects on the first page.

The challenge I'm encountering is, how do I explain the jobs and include achievements/examples of results, but in under 4 bullets. Below are a list of items I removed from my role as Service Manager, but now I feel that entry on my resume lacks the ability to tell a potential hiring manager what that job was.

- Created & supported the Mobility Service Manager Dashboard to track account metrics; developed additional versions for Area Managers and Directors
- Volunteered for additional teams and roles whenever possible, including: MSM Enterprise Customer Newsletter, SCG W Winning Teams (Reporting Improvement, Innovation, & Excel Education), SMILE/TIM Six Sigma Team, MSM New Hire Mentor Team, MSM Mobility Mentor Café Team
- Facilitated 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
- 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

ADDITIONAL VOLUNTARY ROLES WITHIN AT&T:

- Network Ambassadors – January 2010 to present
- Twitter Ambassadors & Social Media Reverse Mentor – March 2010 to present