

DANIELLE DECOSIMO

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PROFILE

I am a highly motivated, result driven individual with *proven* success in my previous work experience. I possess exceptional customer service and excellent personal skills along with high energy and an outgoing personality.

EDUCATION

Charter College April 2013 – Present

Undergraduate studying Criminal Justice expected graduation June 2014

Suffolk County Community College • Sept. '03-June '06

Undergraduate with 36 college credits

Centereach High School • Sept. '99-June '03

High School Diploma-3.5 GPA

EXPERIENCE

Black Box Network Services, *Project Manager/Field Technician*, Renton, WA/Portland, OR • Oct. 2012 – Feb. 2013

- Managed and coordinated projects that lead to the development of internal and external communication systems
- Developed project proposals for new and existing customers
- Organized and prepared requests for proposals
- Evaluated and recommended necessary equipment for installations and cutovers
- Directed and oversaw installations of internal/external telecommunication systems
- Successfully and independently trained customers on equipment
- Facilitated user meetings with other customers and agencies in order to maintain effective working relationships
- Designed project layouts for proposals and installations

Landscaping & Construction, *Laborer*, Long Island, NY • June 2008-October 2012

- Assisted in sheetrock installations in buildings/homes
- General lawn maintenance and electrical installations
- Debris clean up
- Paint/Spackling
- Experienced with hand tools and power tools
- Ability to continuously lift heavy items
- Cleaning experience (homes and cars)

Black Box Network Services, *Customer Service Rep.*, Amityville, NY • Jan. 2012-Oct. 2012

- Managed service calls as well as technical support calls with excellent customer service
- Lead the Black Box New York City Board of Education as the Service Representative
- Coordinated directly with New York City Board of Education sub-contractor assignments independently
- Directly addressed changes to phone systems through administrative support systems
- Provided training in phone systems including voicemails, message waiting, call forwarding, etc.
- Assisted large groups of technicians with support issues on a daily basis
- Created, opened, and closed invoices and quotes for customers

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Cont.

Black Box Network Services, *Field Service Representative*, Amityville, NY • Sept. 2011-Dec. 2011

- Solely responsible for personal customer interaction on service calls during on site calls
- Serviced technical issues on-site which included down systems, voicemails, lack of dial tone and defective phones
- Programmed, tested and turned up PRI's
- Coordinated with local carriers for technical issues on which I then successfully serviced
- Opened/Closed tickets for multiple service calls daily
- Serviced systems such as NEC2000, NEC SV8300, NEC SV8100, UM8000, NEC2400, AD64, and some CISCO service tickets

Black Box Network Services, *Installation Technician*, Amityville, NY • Sep. 2008-Sept. 2011

- Planned network installations by studying customer orders, plans, manuals etc.
- Executed installation plans by ordering and gathering equipment, supplies, materials and tools
- Established voice and data networks by running, terminating and splicing cables
- Verified service testing by circuits, equipment and alarms
- Documented networks by labeling and routing equipment and cables
- Maintained network by troubleshooting and repairing outages
- Trained all staff during projects on the telephone operations
- Recorded Auto Attendants for customers and built scripts
- Created a customer rapport by listening and resolving issues and developing plans

Additional Experience

Subway Restaurant, *Shift Leader/Manager*, Long Island, NY • April 2002-Oct. 2012 (Sporadically)

- Opened/Closed restaurant by cleaning and preparing food for associates
- Provided excellent customer service during sandwich preparation
- Observed and trained new employees
- Cleaned all surfaces and tables in a timely manner
- Oversaw and planned shifts for employees

References

Available upon requests.