

Andrea Hayward

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Work Experience

Logicbroker Inc.: Shelton, CT

Client Delivery Manager

December 2018 – present

- Oversee onboarding and implementation for new customers on our system
- Coordinate with internal technical teams, customers, and third party vendors to identify project plans, timelines, and goals
- Triage and manage production issues and errors that arise
- Oversee internal support team and provide assistance/training as needed
- Collaborate and report to executives to identify problem areas, improvement areas, or current roadblocks

Tangoe, Inc.: Shelton, CT

Service Delivery Analyst

October 2014 – November 2018

- Analyze client invoices and review for accurate cost center and general ledger codes based on client requirements prior to export to Accounts Payable
- Manage \$95 million annually of fixed and wireless telecom spend
- Work with telecom carriers to ensure invoice billing accuracy and open disputes for refunds when needed
- Track and maintain client accounts and inventory across multiple company platforms, ensure that disconnected services/devices cease billing, and make sure that new services/devices are billing at correct charges and rates
- Work directly with clients to provide support, help resolve issues, and grow relationships
- Support management team on client presentations, business reviews, and over-all client satisfaction
- Provide spend reports to clients and create custom in-depth reports when needed
- Train and lead international employees on various platforms as well as client-specific processes, and oversee the transition from the US based employee to the international employee

Content Management Analyst

May 2013 – October 2014

- Tracked and obtained clients' invoices in a timely manner
- Performed billing address changes as needed, as well as set up online billing access where available
- Checked weekly reports to ensure accounts billing addresses were accurate and up to date
- Retrieved and tracked high priority and time sensitive invoices

Yale University – School of Management: New Haven, CT

May 2012 – June 2013

Research Assistant

- Navigated various scholarly databases and summarized data and findings and wrote pieces for the professor which were later converted into a published article
- Gathered data and created slides that were used in lectures and presentations

Education

UCONN School of Engineering – Coding Bootcamp

July 2020 - present

Fairfield University: Fairfield, CT

Psychology Major/English Minor, Bachelor of Arts

January 2010 – May 2012

- Deans List

Merrimack College: North Andover, MA

Psychology Major

September 2008 – December 2010

Skills

- Proficient in both Microsoft Office and Excel
- Excellent at time management and prioritization
- Strong desire and drive to learn and take initiative to start new projects