

# Joseph DeGennaro

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## Work experience

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### Altura Communication Solutions

Apr 2011 — Present

Director of Operations - Northeast Region

Manage and direct operations associated with leading a team, providing end to end support for voice (VoIP) and data services. Oversee problem isolation, issue resolution, and escalation management.

Manage vendors and subcontractors related to the support and services of Altura's customers. Including New Jersey Transit, The Bank of New York Mellon, The State of Connecticut, Unisys and Princeton University.

- Daily management of a team of 23 Field Technicians covering 6 States.
- Manage a team of 4 Project Managers.
- Responsible for an area P&L of \$17M.
- Monthly forecast of MAC, maintenance and installation revenue.
- Develop, document, implement and maintain processes and procedures for day to day operations and the integration of new services.
- Monitor the status of alerts, tickets and processes to ensure tasks are being completed timely.
- Generate reports for management in regards to service availability, uptime, close rates, SLA's, etc.

### Altura Communication Solutions

Feb 2002 — Apr 2011

Service Manager - NY/NJ/PA

Managed all branch service staff including technicians and customer service representatives. Controlled all operational issues in the branch office including, installation, repair, and MAC activity. Responsible for total customer service satisfaction and service revenue growth. Established and maintained programs that resulted in a high level of employee satisfaction, optimum performance and attainment of financial objectives.

- Achieved all financial targets as set by management by meeting service revenue, margin, and profitability targets.
- Scheduled Field Engineers and coordinated completion of all orders.
- Oversaw productivity to achieve targeted margins associated with MAC and maintenance.
- Ensured customer required administrative duties are performed accurately and timely.
- Reviewed and initiated maintenance contracts with customers. Focused on new maintenance contracts to provide revenue growth,
- Exceeded company established customer satisfaction levels.
- Developed a training plan that ensured that branch technical skill requirements are met.

### Fujitsu Business Communication Systems

Oct 2000 — July 2001

Account Manager

- Sold Fujitsu F9600 PBX systems to mid and large enterprise customers within assigned territory.
- Developed and implemented customer sales plan and sales forecasts.
- Developed ongoing revenue stream from existing installed base customers.
- Worked on the State of Pennsylvania RFP team.
- Responsible for a \$1.7M sale of multiple Latitude Conferencing Servers to AT&T Wireless.

## East Coast Cabling

Jan 1995 — Oct 2000

Owner / Operator

Owned and operated my own structured cabling company specializing in Low Voltage Voice & Data systems for commercial and residential applications. I designed and implemented Communication Systems Infrastructure, from premise cabling systems to data centers, overhead paging to complete sound systems, CATV systems to video presentation theaters.

## Qualifications

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- CEDIA - Home Theater Boot Camp
- Avaya Product Training Including:
- Avaya Aura
- Avaya Aura Messaging
- Avaya IP Office
- SSCA - SIP School
- Structured Cabling

## Education

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New Jersey City University

Sept 1989 — June 1991

Film Studies

New York University - School for Continuing Education

Sept 1992 — May 1993

## Awards

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- 2012, 2013 - Highest Customer Service Rating Award
- 2011, 2012 - Altura's Branch of the Year Award

## References

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References available upon request.