

**Chad Klebba**

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**OBJECTIVE**

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To obtain a position and use proven sales, project / product management, information technology, and forward thinking skills to ensure customer and associate satisfaction.

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**PROFILE**

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- Sales / Sales Manager / Store Manager with 12 yrs experience
- Product / Project manager with 3yrs experience
- Vast knowledge of advanced wireless technology (Smartphones, Tablets, Modems/Hotspots, Network) with 17 yrs experience
- Computer / Electronic Skills include: high level knowledge of Microsoft Office, Windows, Networking, Android, Wireless Integration

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**EMPLOYMENT**

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- U.S. Cellular, Waukesha WI** Mar 1999 – Present  
*Field Technical Product Manager / Service Manager WI/IL / Retail Store Manager (Multiple locations) / Sales Manager / RWC / Service Technician*
- Subject Matter Expert and Project Managed U.S. Cellular's VoLTE / VoLTE Roaming deployment
  - Product managed U.S. Cellular's In-store Device Solution Center
    - Executed an extensive RFI on 3 manufacturer's content transfer/diagnostic tools and presented my findings resulting in a selection for a new solution.
    - Designed the layout and functionality of our version of the UI, performed UAT testing, field tested to reproduce software and hardware issues and managed the resolution
    - Created documentation for usage, basic troubleshooting, and managed the web page content on our intranet site.
    - Responsible for diagnostic tool operation, including, but not limited to vendor visits, training, data analysis, troubleshooting and general support.
  - Managed device lifecycle of U.S. Cellular's portfolio of Samsung, Kyocera, and Huawei devices including the development and deployment of firmware/OS updates and bug fixes through FOTA, web based, and our in-store diagnostic tool.
  - Performed field tests with device and network engineers to reproduce, troubleshoot, and create solutions for device issues brought up through our trouble ticketing system
  - Developed and delivered strategies designed to increase the success of our frontline associates and leaders in their ability to translate device and product troubleshooting issues.
  - Supported the successful implementation and execution of device and product technical support programs across a multi-channel sales organization.
  - Accountable for appropriate troubleshooting methodology, technical understanding of device, product, and customer focused solutions across all channels.
  - Analyze device and product reports and take appropriate actions to ensure operational excellence and achievement of annual goals.
  - Supported up to 72 retail technicians and held biweekly conference calls, trainings, and thought of creative solutions to solve daily one off escalated customer issues.
  - Responsible for analysis, recommendations and set up of all new repair centers, including but not limited to test equipment, computers, software, staffing model and hours of operation.
  - Responsible for scheduling, inventory, marketing, cash accounting, security, sales targets, meetings, hiring, corrective action and motivation of the retail store.

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**EDUCATION**

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- Waukesha County Technical College, Pewaukee WI** 1996 - 2003
- MCSE Course – Windows 2000 Workstation / Windows 2000 Server
  - Electrical Engineering – 1 yr
  - Computer Programming – 1yr
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