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| **Chad Klebba** N63 W23347 Main St. Apt 102D  Sussex, WI 53089  414-588-7535  chad.klebba@gmail.com | | |
| OBJECTIVE | | |
|  | To obtain a position and use proven sales, project / product management, information technology, and forward thinking skills to ensure customer and associate satisfaction. | |
| PROFILE | | |
|  | * 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 | |
| EMPLOYMENT | | |
|  | **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 | | |
|  | **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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