

Contact

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Top Skills

Project Management
Management
Investment Banking

Certifications

SAFe Agilist Certification
Green Belt - Verizon Lean Six Sigma

Jacob Gamboa

Principal Engineer - Project Management/Implementation at Verizon
York, Pennsylvania, United States

Summary

I have 30 years experience in telecommunications both Customer Service and Field Operations. I recently supported Google Fiber in the Southeastern United States. Prior experience includes, Verizon's Network Evolution initiative as Project Manager and Subject Matter Expert. My responsibilities included creating initiatives to leverage our very robust future technologies as the standard in telecommunications provisioning. This includes fiber optics and wireless capabilities over existing copper services. I also carry a Six Sigma Green belt and have closed to control projects with over \$3 million (recurring) in company savings. I also conducted freelance real estate investment projects upon leaving Verizon.

Experience

Verizon

2 years 6 months

Principal Engineer - Global Network and Technology

June 2021 - Present (1 year 11 months)

Atlanta, Georgia, United States

Fiber Access Engineering Support team supports the Field Engineers, Operations and Vendor Teams in their work to build, create and maintain the fiber network as we continue to implement and advance 5G technology nationwide. We work in daily collaboration with not only the field engineers and vendors but also cross-functional teams to support the business like process, systems, operations, planning, development, IT, security, sourcing, contracts, finance and Learning & Development.

Project Manager (Contingent Worker)

November 2020 - May 2021 (7 months)

Atlanta Metropolitan Area

Network Fiber Access Engineering, OneFiber

Adrenalinn Corp

CEO

May 2015 - Present (8 years)

Moreno Valley, California

FINANCIAL AND PROPERTY MANAGEMENT. Owner - Moulin Beignet

Zayo Group

OSP Project Manager

May 2019 - April 2020 (1 year)

Greater Atlanta Area

Primarily responsible for providing end-to-end customer support, solutions, planning and implementing fiber connectivity solutions, managing customer orders, handling customer service requests, coordinating installations, executing and serving as single point of contact for customers, post-sale, providing direction and project ownership by leading the implementation, execution and communication of projects / orders for customers.

- Transitioned into new role in weeks completing several projects within the first month of hire
- Top performer in market in first 2 Quarters at Zayo generating >\$60k in MRR
- Assisted new team in developing Splicer accountability control process

Onepath LLC

3 years 7 months

Regional Director

November 2017 - May 2019 (1 year 7 months)

Greater Atlanta Area

Oversees Google Fiber Operations teams in Atlanta, Nashville and Huntsville markets simultaneously. Partners with client specifically to meet the subscriber growth requirements and installation forecast expectations.

Area Operations Manager

November 2015 - October 2017 (2 years)

Atlanta, Georgia

Manages the Google Fiber installation team for the Atlanta Metro area. Supervises the successful implementation of fiber optics installation procedures to ensure top level customer experience.

- Masterfully built the first Google Fiber Operations team in the Eastern US from the ground up
- Developed a highly motivated workforce with an inclusive culture of employees
- Exceeded all customer satisfaction and quality metrics in first year of deployment

Verizon

16 years 8 months

Senior Staff Consultant (Network Evolution)

January 2012 - May 2015 (3 years 5 months)

Redlands, CA

One of two Project Managers assigned to national organization, specifically tasked with developing initiatives, processes, and managing Verizon's strategic initiative to improve return on investment through Network Evolution. Partners directly with customer operations, legal and regulatory, workforce development and I.T. staff across all regions to manage successful transitioning of customers from existing copper networks to robust fiber optics and wireless technologies.

- Successfully transitioned over 1 million customers (600k in first year) to a more cost effective network for a cost reduction of over \$98 million
- Completed 2 greenbelt projects, including the Fiber is the Only Fix initiative across the country for a recurring cost savings of \$4.9 million YOY
- Drove cost reduction through wireless transitioning of customers to Verizon Voice Link implementation, including rapid deployment immediately following Hurricane Sandy.

SENIOR STAFF CONSULTANT FIOS

June 2010 - December 2011 (1 year 7 months)

Rancho Cucamonga, CA

Managed the Operational Support organization at the regional level for California FiOS Operations Team. Managed all processes, procedure development and product implementation to successfully grow the business and meet all KPI and Safety metrics.

- Successfully deployed new products including projects designed to improve productivity in 6 market areas
- Integrated all procedures and processes for business customer service which are still used and mirrored across the country today
- Identified process improvement opportunities including one shortfall in logistics management which reduced costs in shipping by over \$1.9 million yearly

Manager - FiOS Operations

June 2007 - May 2010 (3 years)

Pomona, CA

Supervised 5-7 Local Managers and 1 Quality Trainer in the successful implementation of FiOS Operations in Verizon's Gateway District (California).

Performed Customer Operations installations and strategies for residence and small and medium business customers.

- Maintained high level KPI and budgetary metrics, often exceeding targets
- Exploded through upsell targets in 2007 making the team the highest revenue generating team in the Western Region
- Developed the business pre-fielding processes and organization that is now the standard for top level business customer service across the industry

Local Manager - Customer Operations

February 2004 - May 2007 (3 years 4 months)

Menifee, Ca

Immediate Supervisor to 18-22 FiOS and Copper Operations Service Technicians. Performed daily customer operations installations and maintenance jobs with the intent on returning top level performance and KPI objectives.

- 100% safety incident free met 2005, 2006
- Exceeded productivity and quality expectations YOY
- Top performing in upsells for the region, 2006
- Verizon's Telecom Leadership Award

Customer Service Technician

October 1998 - January 2004 (5 years 4 months)

Temecula Valley District

INSTALL, REPLACE, REARRANGE AND/OR REMOVE CENTRAL OFFICE FRAME JUMPERS, CROSS-CONNECT JUMPERS, SERVICE DROPS, LOCAL CABLES, INSIDE/OUTSIDE WIRING(AERIAL, BURIED, AND UNDERGROUND), AND JACKS. CONNECT DROPS, LOCAL CABLES, AND INSIDE/OUTSIDE WIRING TO A VARIETY OF TERMINALS. MAKE VARIOUS ATTACHMENTS TO POLES, BUILDINGS, ETC.,AS REQUIRED USING HAND AND/OR MOTORIZED TOOLS, FOLLOWING INFORMATION ON SERVICE ORDERS, BLUEPRINTS, INSTALLATION DIAGRAMS, OR OTHER WORK ASSIGNMENT DOCUMENTATION AS RECIEVED FROM MANAGEMENT OR VIA COMPANY WORK ADMINISTRATION SYSTEMS (AWAS OR LAPTOP). TEST AND INSPECT TO ENSURE THAT ALL ACTIVITIES ARE PERFORMED AND ALL SERVICES INSTALLED FUNCTION PROPERLY AND MEET COMPANY QUALITY STANDARDS. OPERATE COMPANY VEHICLES.

GTE

Customer Care Center Advocate (Relief Supervisor)

April 1989 - September 1998 (9 years 6 months)

Pomona, Ca

Supervises and manages office function including shift service level, service level adjustments, workforce and call center metrics. Handles upward referrals and overcomes obstacles, issues and escalation requests.

Handles repair calls and acting as an advocate for customer to investigate, problem solve and ultimately resolve customer repair issues. Maintains a high standard of call handling while focusing on immediate front end close out to prevent unnecessary dispatching. Call center environment with access to multiple testing, assignment and switching systems.

Education

Ohio University

Master of Business Administration (M.B.A.), Executive · (2013 - 2015)

University of Phoenix

Bachelor of Applied Science (B.A.Sc.), Business Administration and Management, General · (2007 - 2011)