

# Erica Rivera

## Experienced telecommunications management professional

Norristown, PA - Email me on Indeed: [indeed.com/r/Erica-Rivera/f5115f756684b492](https://www.indeed.com/r/Erica-Rivera/f5115f756684b492)

Experienced telecommunications management professional, proficient in planning and leading telecommunications departments and launching products, dedicated and resourceful leader who consistently goes the extra mile to support teams and satisfy customer expectations, adept at corporate telecom design, creating procedural roadmaps, and end-to-end project leadership, considerable experience and proven ability to create and manage budgets, implement new technologies, and negotiate vendor and service provider agreements.

Authorized to work in the US for any employer

### WORK EXPERIENCE

#### Senior Representative

Travel Marketing - Anywhere - February 2014 to Present

##### Responsibilities

Responsible expansion in Upstate NY, CT, FL and PA

Market 3 levels of Memberships

##### Accomplishments

Lead, train and Mentor over 130 representatives

##### Skills Used

resourcefulness, determination, resistance, persistence and leadership

#### Customer Project Manager

Comcast contractor - Mount Laurel, NJ - August 2015 to September 2015

- \* Establishes and manages to critical dates required for on time completion of network activations;
- \* Evaluates the impact of changes to the overall project plan Day to day deployment task management of internal, external and in-market cross functional teams ensuring successful completion of deployments within scope, schedule and budget
- \* Proactively reviews and validates deployment project plans identifying risks, issues and gaps that could impact project timelines and goals; develops corresponding mitigation plans in collaboration with their management and cross functional teams
- \* May be strategically focused on the delivery of standard product offerings or MACDs (i.e., moves, adds, changes and disconnects).
- \* Plans the agenda for and facilitates project team meetings (as necessary)
- \* Prioritize and drive cross-functional activities as related to the projects he/she is managing
- \* Develops and manages communications and summary reports for various audiences based on deployment project plans and status; provides accurate project status information in the form of formal briefings, program/project coordination meetings, and written/graphic reports
- \* Accountable for deployment project plans, schedules, delivery within budget, and quality of all project elements.
- \* Maintains effective business and field communications and relationships
- \* Initiates and maintains customer relationships from receipt of order through service test and handoff

## **Real Estate Manager**

Smartlink - King of Prussia, PA - June 2014 to August 2015

Responsible for 4 leasing agents, project leasing timelines and keeping them accountable

- \* Responsible for TMO reporting system Insite, updating and forecasting dates
- \* Report to Senior Management Leasing status
- \* Responsible for document integrity and system archiving as well as Close Out Packages
- \* Support Construction Manager and Team on Construction Management of A&E and Compliance Contractors Responsible

## **Director of Operations**

Mycom North America - Liverpool, NY - July 2013 to May 2014

- \* Completed 82% of ON AIR 1C production in first 90 days.
- \* Responsible for meeting project budget, timings and milestones, schedules, managing sub contractors.
- \* Managed Local UNY Market Budgets for over \$20 Million of LTE/UMTS projects
- \* Report to Senior Management profitability and progress reports.
- \* Responsible for restructuring team of 30 employees and closing the market to save company dollars.
- \* Coordinate and manage work of various functional groups such as: operations, IT, quality, logistics and billing
- \* Responsible for financial analysis, budget and cost management, reconciliation, and profit enhancement.

## **Market Manager**

Mycom North America - Richmond, VA - November 2012 to July 2013

- \* Manage Local WVA/VA Market Budgets for over \$20 Million of LTE/UMTS projects.
- \* Implemented new financial and operational reporting processes as well as organizational structure to the team.
- \* Managed over 30 employees and over 20 tower, ground crews and Site Acquisition Department.
- \* Built over 200 LTE/UMTS sites for AT&T
- \* Coordinate work of various functional groups such as: operations, IT, quality, logistics and finance.
- \* Responsible for financial analysis, budget and cost quote preparation, cost management, reconciliation, and profit enhancement.

## **Lead Financial Analyst**

Oxford International contractor for AT&T - King of Prussia, PA - December 2011 to November 2012

Lead Financial Analyst

- \* Manage Local EPA Market Budgets for over \$22 Million of Transport and Ethernet project.
- \* Freed budget of over \$4 million erroneous POs and implemented new financial processes.
- \* Reduced outstanding Vendor PO issues from \$5 million dollars to \$200K in less than 2 weeks.
- \* Managed CASPR Data Integrity for 4 Markets of ETTCS; reduced errors in 1 months time to 20% of original errors
- \* Financial analysis, budget and cost quote preparation, cost management, reconciliation, and profit enhancement.

## **Ethernet Integration Project Manager**

Oxford International contractor for AT&T - King of Prussia, PA - April 2011 to December 2011

- \* Managed Ethernet Equipment installation to integration implementation of 1800+ ETTCS sites.
- \* Worked with PMO Cell Backhaul PM to Successfully increased total integrated ETTCS projects by 300% within the first 6 months of position.
- \* Responsible for Caspr accuracy for ETTCS Milestones for all 2100+ projects.
- \* Managed AT&T Turf Vendor and construction team to meet time lines and financial responsibilities.
- \* Managed Uni Up-speed, DNB and Fiber projects.

### **AT&T Transport and ETTC Lead Project MGR**

Nsoro, MasTec - Maitland, FL - December 2009 to April 2011

Managed \$10 million budget and implementation of 1400 ETTC sites.

- \* Successfully completed 800+ ETTC projects.
- \* Direct POC for AT&T customer and construction teams to meet time lines and financial responsibilities.
- \* Managed 5 members of the ETTC team for all financial and tracking and reporting for Caspr, Close outs and POs.
- \* Managed 200+ ATT IUB/CNR VP list, cell site construction/maintenance.
- \* Managed Site Acquisition clearance and NTPs.

### **Outside plant (OSP) Design Engineer**

America Fujikura Limited - Davie, FL - November 2008 to December 2009

- \* Designed 2-5 Project Light Speed (PLS) F2 conditioning engineering plans a week for technicians to complete AT&T U-Verse.
- \* Trained new hires on PLS, As-Built and Records Reconciliation Projects.
- \* Trained on Florida Power and Light (FP&L) and T-mobile design projects involving surveying and designing fiber optic plans for Metro Ethernet.

### **OSP Design Engineer**

Utility Design Inc - Miami, FL - February 2008 to November 2008

- \* Designed and produced directly with AT&T Engineers Project Light Speed (PLS) F2 conditioning engineering plans for AT&T U-Verse.
- \* Trained new hires on PLS and Records Reconciliation Projects.
- \* Lead engineer in completed and approved Records Reconciliation and PLS Projects.

### **EDUCATION**

#### **Bachelor's in Chemical Engineering**

University at Buffalo - Buffalo, NY

2000 to 2005

### **ADDITIONAL INFORMATION**

#### **Skills**

- \* Understanding of PRI, SIP, and VOIP Products
- \* LTE and UMTS management experience in Ericsson and ALU Markets;
- \* Experience with AT&T and Cisco Technologies
- \* Advanced Microsoft Office Suite applications,
- \* SharePoint, Caspr, Siterra, CTS ticketing, Oracle, Discover, Granite works, Acat, Norad, and Business Objects, Visio
- \* and BST CAD.
- \* Six Sigma training
- \* PMP certification in progress.
- \* Understanding of Agile and iterative process development
- \* Fluent in Spanish (Oral and Written)