

# JARED TANKSLEY

PREMIER  
SERVICE  
CONSULTANT

## CONTACT INFORMATION

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Yukon, OK 73099

## EDUCATION

**Bachelor of Science in Business  
Administration - Entrepreneurship**  
*Oklahoma State University - Stillwater, OK*

**Minor in Accounting**  
24 Credit Hours Needed for Bachelor's  
Degree  
*Oklahoma State University - Stillwater, OK*

**Full Stack Web Developer Nanodegree**  
*Udacity (September 2021)*

## ACCOLADES

**AP Scholar**  
*Fall 2010*

**Dean's List**  
*Fall 2011*

**Harry and Maxine Weise Scholarship**  
*Fall 2012 & 2013*

**Choctaw Nation Higher Education  
Scholarship**  
*2010-2013*

## CERTIFICATIONS

- **AT&T Technical Knowledge Test II**  
*2019*
- **Smith Defensive Driving**  
*2016*
- **ACT National Career Readiness - Gold**  
*2015*

## ABOUT ME

*Detailed oriented, self-motivated, and performance driven individual that adapts to new situations and environments quickly. I enjoy being a leader to my peers and helping others to succeed. Also, I strive to become the expert in every situation, and I'm extremely proficient in computer, networking, and cloud-based technologies as well as Microsoft Office.*

## EMPLOYMENT HISTORY

### Premier Service Consultant

**AT&T/Work From Home/July 2021 - Current**

- Participate in a sales-driven workplace requiring monthly quotas to be obtained in a highly interactive environment.
- Required to set daily objectives and self-manage in a virtual work from home space.
- Collaborate with peers and customers on troubleshooting mobility technical, billing, and order issues.
- Provide and coach customers based on information from various computer systems to work towards a common resolution as well as relaying new information to help other agents.
- Heavily research detailed promotional or technical information to quickly provide an accurate response or resolution.

### Wire Technician

**AT&T/Oklahoma City, OK/November 2015 - July 2021**

- Test, verify, and repair a broad range of AT&T video services, copper cable internet, and fiber optic internet into a customer premises while providing and communicating information and education.
- Negotiated various contract modifications, followed-up and explained quotations, revisions, and conditions with customers in a collaborative manner.
- Handled business invoicing and billing as well as the planning and analysis of the procurement function for materials.
- Performed and completed job assignments based on reading data from telecommunication blueprints and orders.
- Assigned as a duty supervisor on the weekend for over a year to coach, mentor, and supervise other technicians and train DirecTV managers on U-Verse management responsibilities.
- Maintained continuous top performance metrics for over five years. Achieved top technician in every major measured category for all of the Oklahoma City metro area in 2018.

### Shipping Coordinator/Documentation Specialist

**180 Medical/Oklahoma City, OK/December 2014 - November 2015**

- Initially worked as a liaison for the shipping warehouse and sales specialist to review, communicate, and distribute important documentation for shipping as well as addressing general shipping and logistics information.
- Promoted within six months to a documentation specialist; named a top performer in accuracy and total amount of document processing first month out of training.
- Worked with HIPAA privacy laws and utilized Microsoft Word, Access, and Excel on a daily basis as well as internet-based database and informational systems.
- Consulted with third-party insurance agents to provide accurate insurance information for patents and obtain detailed information to meet patient needs. Verified extremely complex insurance information.