

John William Dunn

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Objective To use my experience troubleshooting to find a niche within the tech industry in Albuquerque. My goal is to work for a company with experience in IOT and Automation technologies.

Education

- Strayer University: Associates Degree in Business Management 2015
- Strayer University: Bachelor's Degree in Business Management (Expected Graduation 2016)

Experience

Verizon Wireless: August 2010 – July 2019

Technical Advisor Group: August 2015-July 2019

- Provide Technical solution for call center of 1,000 employees .
- Project: Developed and implemented training for MARS/MTAS for all Technical Support staff in Albuquerque with the goal of reducing Remedy ticket creation. Gave follow up training to Customer Service for MARS to reduce Tech Transfer rate.

Associate Technician Network Repair: July 2014 – August 2015

- Troubleshoot tickets for Network Related Issues sent to the NRB from Technical Support teams nationwide
- Work with customers with any Verizon wireless phones, broadband devices and home solutions to find a resolution to issues that occur while using the Verizon Wireless Network
- Review System Performance issues and Radio Frequency signals to determine coverage available in customers' locations
- Review Spectrum availability and backhaul capabilities for cell sites using RTT and Net Geo
- Remedy trending, follow up with customers, and own issues from beginning to end
- Work escalations and 911 issues in a manner that provides timely updates and quick resolutions for customer base

Acting Supervisor-Customer Service: October 2013 – December 2013; May 2014

- Coached employees on "Be the Reason" identifying behaviors that will improve their employees' performance
- Responsible for developing, coaching and motivating representatives to exceed total performance goals
- Monitored live calls and provided real-time two-way feedback to employees
- Provided real-time recognition and positive reinforcement to create a positive work environment
- Gathered feedback/recommendations for the business through direct contact with customers

Training Project for Transition Group: January 2013-October 2013

- Served as a point of contact between the Transition group and the Training Department
- Initiated the request for Accelerated Learning and Performance Support (ALPS) Training to be given to Coaches and coordinated with Training team to implement this training for the entire coaching group
- Observed new hire training sessions and, based on this experience, fostered continuity of learning environment for trainees by incorporating ALPS into a curriculum of trainings given during the transition period

- Encouraged cross-training between trainers and coaches by inviting Trainers to monitor the Coaches' training sessions and provide feedback for Coaches after training sessions to reinforce ALPS methods and standards
- Facilitated parts of New Hire training on an overtime basis, supporting supervisor to ensure all accessory trainings were completed on time
- Worked with Data Analyst to present accessory trainings to multiple teams, observed trainings, and shared best practices with other coaches

Coordinator - Technical Support: March 2012-July 2014

- Handled escalated callers for Customer Relations Team (August 2012-March 2013) and coached back to ensure representatives could de-escalate callers in the future
- Accessory sales percentage of 8.75% as of May 14, 2013
- Assisted team members to increase accessory take rate

Senior Customer Service Representative: August 2010-March 2012

- Handled escalated calls for Customer Relations Team October 2011-December 2011; still able to assist other teammates with Loyalty as Loyalty champion on the team during this time period
- Loyalty and Quality Champion for multiple teams

Texas Oncology: April 2001 – May 2010

Accounts Receivables Specialist: March 2005 – May 2010

- Managed 2 million dollars per month in Accounts Receivables collection
- Met and exceeded aggressive monthly and weekly goals
- Analyzed data from patients and insurance providers daily to resolve outstanding balances

Information Technology Coordinator: June 2002 – May 2004

- Provided desktop support for oncology clinic
- Set up and maintained all computers within the business
- Submitted all purchase order forms for new equipment