

**RYAN E. MCKENNA**  
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### **SUMMARY OF QUALIFICATIONS**

- Effective oral and written communication abilities
- Excellent problem solving and negotiation skills
- Proven technical and analytical skills
- Proficient with Microsoft Office Suite including Excel and web-based applications
- Basic Accounting Skills and knowledge of Financial Statements
- Results driven, exceeding metrics while emphasizing trust, advocacy, and internal and external customer satisfaction
- Recognizes opportunities and provides plans of action for operational improvements
- Excels in dynamic, fast-changing environments that requires a high degree of multi-tasking and attention to detail

### **EXPERIENCE/ACCOMPLISHMENTS**

- Facilitated New Hire Training, System Conversion and Implementation Training, and Continuing Education Training
- Nationally recognized top performer in Customer Service and multiple time recipient of employee of the month
- Proposed and implemented initiative to improve center efficiencies and quality
- Partnered with leadership to evaluate, analyze, develop and implement plans for performance improvement for New Hire Classes and existing employees
- Project management work related to optimizing efficiencies for National Accounts processes
- Led team meetings, interviewed prospective employees, and made recommendations for hire
- Coached, motivated and developed others to achieve maximum performance and results

### **EMPLOYMENT HISTORY**

#### **Verizon Wireless**

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|--|----------------|
| • Customer Pro, Customer Service                                 | 2012 - present |
| • National Account Coordinator, Business & Government Operations | 2006 - 2012    |
| • West Area Financial Services Trainer                           | 2005 - 2006    |
| • Coordinator Financial Services                                 | 2003 - 2005    |
| • Representative, Customer Service                               | 2001 - 2003    |

Metrocall Wireless Senior Account Executive (Sales) 2000 - 2001

Men's Wearhouse Wardrobe Consultant (Sales) 1994 - 2000

### **EDUCATION**

Bachelor Degree (Cum Laude) Business Administration and Management, Strayer University  
Business Management, California State University at Fullerton  
Associate of Arts Degree General Education, Saddleback College

### **ACTIVITIES**

Delta Chi Fraternity