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Top Skills

RStudio
Quality Control
Transmission Control Protocol (TCP)

Certifications

Learning Design Thinking: Lead
Change in Your Organization
Project Portfolio Management
Foundations
Statistics Foundations 1: The Basics
Data Science Foundations:
Fundamentals
Data Analyst Nanodegree

Joffrey Williams

People Development | Operations | Business Services
Greater Chicago Area

Summary

As a Business Field Services Development Coach provides data analysis, design, technician development, documentation , and support for network quality/process improvements for more than 500 technicians, 37 Business Field Services managers and five Business Area Managers engaged in the installation and repair of AT&T's business customers covering five midwest states.

Experienced Operations Manager with a 20+ year track record at AT&T of leading teams, developing employees and utilizing complex data to inform strategic decisions and drive operational improvements.

- Varied background in network operations, project management, and direct management experience with AT&T.
- Possess a unique combination of leadership skills, with excellent organization and prioritization abilities.
- Demonstrated ability to lead teams, implement change, exceed targets and drive organizational results.

Specialties: operational management, supervisory skills, team building and collaboration, training and employee development and team leadership.

Experience

AT&T

28 years

Sr. Specialist Development Manager

December 2019 - Present (5 years 11 months)

Greater Chicago Area

In my role as a Sr. Specialist Development Manager at AT&T, I support continuous performance improvement for managers and technicians across

five Midwest states. I collaborate with various teams to implement process improvements, resulting in improved customer satisfaction levels and reduced service installation intervals.

Manager Network Services(Business Services)

September 2014 - December 2019 (5 years 4 months)

Greater Chicago Area

Managed all business operation aspects for a team of technicians in the Chicago metropolitan area, focusing on installation, maintenance, and testing activities for various services. Led projects to resolve network design issues for the City of Chicago Fire department and upgrade City of Chicago public schools to ADE and ASE service, resulting in contract renewal with AT&T.

Network Services Manager(Installation & Maintenance)

February 2011 - September 2014 (3 years 8 months)

I managed a crew of 29 Network technicians for installation, maintenance, and repair of high capacity circuits. I handled customer escalations, improved customer satisfaction, and coordinated emergency responses during facility outages.

Manager Technical Support Analysis

April 2010 - February 2011 (11 months)

Greater Chicago Area

In my role as Manager Technical Support Analysis at AT&T, I was responsible for providing technical support to system users at Sara Lee corporation. I evaluated user needs, defined technical problems, and worked with engineering staff to determine solutions. Additionally, I handled customer reported incident outages from beginning to resolution, ensuring minimal downtime for the company.

Uverse Operations Manager

February 2008 - April 2010 (2 years 3 months)

In my role as Uverse Operations Manager at AT&T, I successfully led a team of technicians to provide top-notch installation and repair services for U-verse video services. I managed customer escalations, collaborated with other work groups, and ensured timely resolution of service issues. My strong performance management and communication skills were instrumental in developing and correcting technician performance.

Special Service Manager

June 2005 - February 2008 (2 years 9 months)

Greater Chicago Area

As a Special Service Manager at AT&T in the Greater Chicago Area, I led a team of technicians to achieve performance and quality objectives for special service circuit levels. Handling customer escalations and ensuring timely resolutions improved customer service results. Evaluating technician performance led to a 10% decrease in repeat dispatches.

Customer Systems Technician

November 1997 - June 2005 (7 years 8 months)

Chicago, Illinois, United States

As a Customer Systems Technician I actively troubleshooted and resolved technical issues affecting customers' internet, phone, and television services as well as data services. I installed and repaired equipment, maintained system reliability, communicated effectively with stakeholders, and documented my work.

United States Air Force

Staff Sergeant - Communication Navigation Systems Specialist

December 1989 - May 1997 (7 years 6 months)

United States

As a Communications/Navigations systems specialist I operated, maintained, inspected, repaired, and planned the upkeep of Aircraft Communication and Navigation Systems. This involved working with radios, radar, and other navigation equipment, developing maintenance schedules, verifying the functionality of avionics, performing necessary fixes and upgrades, and contributing to performance standards and maintenance procedures.

Education

University of Illinois Chicago

Master of Business Administration - MBA, Business Analytics | Finance | Marketing | Operations | Economics · (September 2019 - December 2021)

DePaul University

Master of Science - MS, Telecommunication System's · (May 2003 - December 2005)