

Software & Technology Solutions

- **Enterprising, performance-focused Engineering Leader valued for driving quality** and consistency within the Fortune 100/500 space. Leverages deep and varied technology skills with corporate operations expertise to deliver client-focused solutions that enhance product effectiveness and a strong ROI.
- **Supports operational and technical infrastructures specific** to multimillion-dollar projects across multiple, high-velocity markets with competing priorities. Excels at developing strong teams of top performers while establishing and nurturing long-term relationships with executives, stakeholders, and critical decision makers.
- **Thrives in high-transactional environments with focus** on customer engagements, delivery excellence, new business development, research, marketing, and sales. Recognized for outstanding cross-cultural communication, presentation, and interpersonal skills of all mediums.

Technical Aptitude:

JavaScript, React, Node, Express, MySQL, Data Visualization, MongoDB, Slack, Google Docs / Google Drive, Excel VB, Planet Ev, Windcatcher, Actix, Agilent, WordPerfect, Electronic Workbench, Iperf, Nokia NMS, Excel VBA, iBwave, ENM/OSSRC/Atoll, Business Objects, Element Manager, BTS Manager

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|-----------------------------------|---------------------------------|------------------------------|
| – Project Lifecycle Management | – Agile/SCRUM Methodologies | – Business Model Development |
| – C-suite & Executive Relations | – Competitive & Market Analysis | – Consulting & Advisement |
| – Forecasting & Tactical Planning | – Technology Integrations | – Software Development |
| – Team Training & Development | – Contractual Negotiations | – Key Performance Indicators |

Core Competencies

- Instrumental in driving and leading large-scale projects, aligning business objectives with technology solutions to increase process improvements, competitive advantage, and bottom-line gains.
- Provides businesses, executives, leadership and cross-functional teams with empowerment tools and foundational support to overcome conflicts, improve synergy, and deliver exceptional output.
- Champions teams towards greater levels of productivity while strengthening best practices aimed at efficiency, proficiency and superior service excellence.

Professional Experience

AVENGER ENGINEERING, LLC. - Atlanta, GA

| 2006 - PRESENT

General Manager of Operations | 07.2015 - PRESENT

Manages the day-to-day operational integrity for the successful execution of high-profile projects while driving business and building consistency with geographically dispersed clients and teams.

- Instrumental in driving and leading large-scale projects, aligning business objectives with technology solutions to increase process improvements, competitive advantage, and bottom-line gains.
- Combines aggressive sales and business development talents to drive gains in revenue, market share, and profit performance, resulting in new accounts and increased revenue by 25% (*over three years*).
- Developed in-house technical training program that successfully decreased overhead costs by 43 - 46%.
- Led teams in developing the Avenger iLog app, transforming how engineers and field personnel communicate, resulting in a 40% efficiency increase.
- Drafts business models and management of projects end-to-end, including multi-market kick-offs, recruiting, team alignment, training and knowledge transfers, identifying and securing permits/tools, as needed.
- Sourced, negotiated, and on-boarded new subcontractors to supplement company resources. Oversaw direction of Safety Managers to ensure subs met necessary requirements.
- Conducts meetings with CM/PM team to review site build, closeout, and financial status of all projects. Reports directly to executive team.
- Identifies and translates needs into strategic and tactical initiatives that align people, processes, and performance to organizational metrics.

AVENGER ENGINEERING CONT...

Market Manager | 01.2012 - 06.2015

Delivered best-in-class business and sales management for large-scale territories and telecommunication clients including AT&T, Ericsson, PCS/Cellular.

- Increased division revenue by 800% (over three years).
- Transitioned division from a resource-based service to a unit-cost-based service while maintaining profit margins and quality of service.
- Successfully helped customer to increase efficiency and cut cycle time by 50% by inserting checks/balances and maintaining performance integrity at all times.
- Spearheaded the development of two databases, allowing for a 5 -7% efficiency increase surrounding where /and when to focus resources.
- Developed and formalized internal processes, including technical training aimed at team growth and service expansion.

PAC / War Room Manager | 10.2010 - 01.2012

Oversaw all planning and strategy phases of high-bid projects from inception to completion. Strategically allocated resources and delegated tasks to achieve on-time, on-budget delivery.

- **Fortune 100/ 500 clients served:** AT&T, Ericsson, PCS/Cellular.
- Forecasted resource needs while collaborating with recruiting team to identify target candidates, salary negotiations, and staffing to ensure department maintained allocated budgets.
- Led technical team trainings focused on impending technologies and configurations, as deployed by customers.
- Superior service excellence rewarded with promotion: *PAC Team Lead (2010 - 2011) to Manager (2011- 2012)*

PAC Engineer | 02.2009 - 09.2010

Monitored and maintained the 2G/3G network during UMTS second carrier integration. Provided OSS support and supervised field tech teams during a major upgrade.

- Fortune 100/ 500 clients served: AT&T, Ericsson, PCS/Cellular.
- Monitored and resolved alarms using Remote OMT and WCDMA RAN Explorer. Identified and monitored high impacting sites pre-and post-upgrade using real-time / trending tools.
- Collaborated with AT&T field engineers and performance teams in an effort to improve overall network performance, %DLC, and %DREC.
- Recognized for superior troubleshooting and analytical skills while advantageously striving to eliminate and prevent bottlenecks and costly mishaps.

Design Engineer | 12.2006 - 02.2009

Played an integral role in the buildout of Cricket Communications largest CDMA/EVDO Network in the Chicago, IL market, from initial design to network launch. Covered the Tri-State region spanning from Wisconsin to Indiana.

- Responsible for the design of the North Chicago area, which led to the deployment of 850+ sites statewide.
- Acknowledged for the resilient ability to identify and mitigate impending risks while successfully reducing project failures and shortcomings.
- Met aggressive performance goals through a conceptual understanding of technology and strong business insight of client specifications.
- Performed troubleshooting for performance and technical limitations, quickly addressing impeding questions for immediate resolve.

AVENGER ENGINEERING CONT...

Integration / Optimization Engineer | 10.2006 - 12.2006

Played a critical role in the integration and optimization of the CDMA/EVDO network for Cricket Communications, Nortel Networks in San Diego, CA

- Reviewed/approved sweeps, confirmed azimuths, performed shakedown, and compared/validated site coverage to Planet E. predictions.
- Collaborated with Nortel decision makers to identify and resolve timing challenges stemming from two DAS existing hubs, over 60 Nodes, integrated into a macro network.

Network Integration/ Optimization Engineer | 06.2006 - 10.2006

Supported large-scale Blue/Orange integration (AT&T/Cingular Merger), post-integration optimization of Voice and Data in Boca Raton, FL.

- **Voice Optimization:** Created/implemented new neighbors; initiated mass parameter changes to eliminate unnecessary handovers, dropped calls, poor quality and congestion.
- Assisted in frequency planning/implementation; troubleshoot LAPD links. Performed complete A to Z hardware

Network Integration/ Optimization Engineer | 02.2006 - 05.2006

Supported large-scale Blue/Orange integration (AT&T/Cingular Merger), in Jacksonville, FL. Maintained market performance below retainability criteria (2% drop call) during pre-/post-network integration.

- Troubleshoot sites with high DCR while developing improvement solutions for maximum effectiveness.
- Monitored GPRS packet data performance; identified sites with sleep GPRS.
- Monitored OSS alarms and T-1 links status and stability.

Earlier Career Experience

Redline Communications Inc. | 2003 - 2006

- Support Engineer - Supported Carriers/WISP's in deploying and maintaining Broadband, WIMAX, Pre-WIMAX, and various OFDM wireless networks. (e.g. Saudi Telecom (WIMAX buildout)) - Toronto, Canada.

Genesis Implementation | 2002 - 2003

- Implementation Engineer - Worked on GSM/GPRS overlay integration for Cingular Wireless Network; provided OSS support - Orlando, FL.

Education & Certification

DEVRY UNIVERSITY

Bachelor of Science - Electrical Engineering

DEVRY UNIVERSITY

Diploma - Electronics Engineering Communications

GEORGIA INSTITUTE OF TECHNOLOGY

Developer Bootcamp - Full Stack

*In progress