PAMELA A. CRAINER

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KEY SKILLS

JavaScript | HTML | CSS | Git | Node | Express | MySQL | MongoDB | GraphQL | React | Communication | Problem Solving

EXPERIENCE

AT&T, Austin, TX   **2021 - 2023**

Centers Tech Support Manager, 2021 - 2023

Managed daily functions by leveraging leadership abilities and industry knowledge to onboard new hire classes and provided system access to a variety of business units.

- Utilized active listening skills to quickly resolve problems.
- Assisted with training employees on best practices and protocols while maintaining optimal productivity.
- Recognized with two AT&T Connection Awards for 2022 recognizing excellence for significant individual achievements/high performance.

Coordinator - Onboarding and System Access, 2014 - 2021

Onboarded internal and vendor new hire classes and provided system access to existing employees and contractors.

- Worked with center leadership to address access needs for a variety of call types.
- Assisted with training employees on best practices.

Workforce Operations, 2008 - 2014

Created schedules and schedule training for multiple call centers. Developed and maintained agent profile data, agent schedules, weekly team meetings and daily huddles in IEX.

- Analyzed effectiveness of schedule changes on forecasted call volume to maintain proper staffing across multiple sites.
- Processed seniority-based schedule bids in compliance with union requirements.
- Audited schedules, training, and vacation balances for bargained employees.
- Worked with the Training Department and site management to schedule training classes by target completion dates, while balancing appropriate staffing levels to meet forecasted call volumes.
- Generated and maintained training rosters in MS Excel.
- Provided completion report spreadsheets for management on department SharePoint.

Consumer Data Support, 2005 - 2008

Assisted customers with technical support and troubleshooting for data-centric devices.

- Supported customers over the phone and via online chat.
- Assisted with setting up email on mobile devices, configuring data connections and technical troubleshooting.
- Received Service Excellence Award for Third Quarter 2006.

EDUCATION

Bachelor of Arts, BA, English

Stephen F. Austin State University, Nacogdoches, TX

Texas Teaching Certificate | Secondary Certification | English and Social Studies

UT Austin Full Stack Coding Bootcamp

Estimated graduation date December 11, 2023