**EDUCATION & ACHIEVEMENTS**

* MTA NYC Transit Track Safety Certification; Issued: 4/2021
* National Safety Council, Certified Standard First Aid, CPR and AED; Issued: 3/2019
* Certified Fiber Optic Technician CFOT – Verizon Training & Development: 4/2019
* Technical Operations Leadership Certification, Charter Communications, 2018
* OSHA 30 (Occupational Safety & Health Administration) Certification, Charter, 2018
* Certified Exploring Wireless Technology, Jones / NCTI, 2016
* Certified Advanced Highspeed Data Customer Service, Jones / NCTI, 2016
* Time Warner Cable 2014 MVP Employee of the Year Award, 1st Quarter 2014
* Certified Installation & Repair of Telephony, Cable TV & HSD, RCN Corp., 1999
* High School Diploma – New York State Department of Education, 1994

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**EMPLOYMENT**

*October 2021– September 2022*

*Con Edison of NY, Brooklyn, NY*

*Customer Operations Supervisor*

* Lead and supervise a team of 20 Customer Service Representatives.
* Listen to and review inbound and outbound calls and conduct performance reviews and feedback for each representative.
* Handle Gas & Electric Service Escalations and review, decline or approve account changes and credits of up to $10,000 for Business & Residential customers.
* Travel to other Call Centers to provide emergency coverage during emergencies.
* Create and Review QA daily installation reports and make changes as needed as it pertains to the Bus Radio Installation Quality Assurance Process.
* Train and perform side by side performance guidance for each representative on my team.
* Site Supervise on a rotation schedule for Pandemic response in a 24 hour operations Call Center.
* Deliver daily status reports to senior management and provide details of all jobs performed.
* Communicate daily in a 24-hour operations environment and collaborate with all appropriate leadership support teams including Field Leadership and Engineers in order to resolve escalated issues.

*January 2021 – October 2021*

*Parsons Corporation, New York, NY*

*Site Supervisor*

* Lead and supervise a team of 3-10 GPS & Communications System Installers and Construction Contractors in order to bring about the successful completion of the new Bus Radio Communications System Installation for over 6,000 NYC MTA Buses.
* Assign and coordinate different tasks & projects to make sure all tasks are met on time.
* Oversee Bus Depot Operations as it pertains to following all equipment installation and maintenance processes as well as following all safety guidelines in compliance with OSHA standards.
* Travel to all 5 boroughs to different MTA Bus Depots & Communications Centers in order to oversee different parts of Bus Radio Communications Project Installation & Maintenance.
* Create and Review QA daily installation reports and make changes as needed as it pertains to the Bus Radio Installation Quality Assurance Process.
* Approve all daily installation processed or deny requests to install if all guidelines are not met.
* Create trouble tickets and address maintenance issues as they arise.
* Deliver daily status reports to senior management and provide details of all jobs performed.
* Communicate daily in a 24-hour operations environment and collaborate with all appropriate support teams including the MTA, NYC Transit Officials, Safety, Engineering, Lead Project Managers, Quality Assurance, Human Resources to develop plans to meet business objectives.

*October 2020 – January 2021*

*VisionPro, Brooklyn, NY*

*Technial Operations Manager*

* Lead and supervise a team of Shift Managers (2-5 front-line supervisors depending on location) and associates in outbound or inbound operations.
* Oversee Garage Depot Operations from equipment shipment and inventory to safety awareness training.
* Influence and address Dispatch Call Center Procedures as the needs of the business arise.
* Approve Schedule Changes and Assign New Employee Schedules and vehicles.
* Utilize Salesforce, Citrix CSG and Scope to troubleshoot customer account issues.
* Address All Technician Payroll and New Trainee Tool and Vehicle Assignments
* Manage Garage Operations and make sure all new hires are trained and set up for successful productivity.
* Drive daily performance and productivity and motivate supervisors to improve metrics.
* Collaborate with all support teams including Dispatch, Safety, Engineering, Loss Prevention, Quality Assurance, Human Resources to develop plans to meet business objectives.

*September 2019 – July 2020*

*MasTec, Queens, NY*

*Project Manager, Quality Assurance Analyst (Traffic Monitoring Center)*

* Oversee NYC DOT Traffic Management upgrade from NYCWiN technology to Digi- Wireless Traffic Management Solution utilizing New Software & New Construction Sites.
* Work out of 24-hour NYC DOT TMC (Traffic Monitoring Center) alongside DOT Technicians to ensure Installation / Maintenance of Traffic Signal Control Boxes is done up to City guidelines.
* Coordinate internal resources; E&J Field Electricians, AT&T and the NYC DOT TMC (Traffic Management Center) and third parties/vendors for the flawless execution of project.
* Measure project performance using appropriate financial tools, techniques and quality check all field electricians’ work to ensure proper construction procedures and guidelines on all upgrades and new installs are being followed.
  + Track project performance, specifically to supervise the successful completion of short and long-term goals while interacting with City Contracted E&J Field Electricians after each upgrade & install.
* Available to respond 24 hours / 7 days a week to any outages or escalated issues.

*March 2019 – August 2019*

*Verizon, Elmsford, NY*

*Local Field Manager, Installation & Maintenance / Construction*

* Manage over 70 Union Employees in a Technical Environment by remaining goal oriented and resolution focused.
* Analyze Data and Administer processes and policies as they relate to: construction safety, attendance, performance work rules and code of conduct.
* Supervise daily operations as Duty Manager and oversee an entire Garage of over 70 field technicians, Created Spread Sheets that drilled down on problem issues.
  + Manage staff – provide training, feedback and motivation to employees.
* Operate communications tools and systems on a daily basis interacting with different divisions of the company.
* Identify and assess operational concerns taking corrective actions when necessary and address Union Grievances as they arise.
* Handle Executive Corporate escalations and travel to problem sites in order to isolate and resolve any technical issues and provide a proper pathway to resolution.
* Conduct Weekly Field Observations according to OSHA Guidelines are being adhered to and weekly Vehicle Inspections to ensure all vehicles are being kept clean and up to company standards.
* Conduct daily construction quality checks to improve performance and encourage team development, submit daily analysis reports.
* Available to respond 24 hours / 7 days a week to any outages or escalated issues.

*March 2017- March 2019*

*Spectrum (formerly Time Warner Cable), New York, NY*

*Supervisor, Technical Field Operations*

* Manage Union and Non-Union Employees in a Field Operations / Construction Environment by remaining goal oriented and resolution focused.
* Inspect work sites to ensure Federal, State, and Local Agencies and company procedures compliance, submit daily analysis and status tracking reports on technicians’ performance.
* Analyzed Data and Interpreted Labor Contracts and Collective Bargaining Agreements in order lead employees
* Supervise daily operations at field operations site to optimize performance levels and improve customer experience
* Created Spread Sheets that identified new techniques to enhance productivity and reduce costs.
  + Manage staff - including hiring, disciplining and training employees
* Work with other Technical Operations Managers and Directors to improve team performance and establish effective interdepartmental policies/procedures
* Identify and assess operational concerns taking corrective actions when necessary
* Handle Executive Corporate escalations and travel to problem sites in order to isolate and resolve any escalated technical issues and provide a proper pathway to resolution.

*April 2014- March 2017*

*Spectrum (formerly Time Warner Cable), New York, NY*

*Level 2 Specialist in Advanced Technical Support for Field Personnel (Call Center)*

* Advised team and assisted with daily procedures, including participation in team meetings and Created Spread Sheets that Identified Key Problem Resolutions.
* Provided feedback, guidance and instructions on how to troubleshoot and resolve specific issues after using data analysis skills to identify problem issues.
* Utilize Salesforce, Citrix CSG and Scope to troubleshoot customer account issues
* Interacted with Technical Operations Center, NOC, Tier 2 & 3 Teams, RSC, BPS Help Desk, and local technical engineers to investigate, assess, troubleshoot and resolve Remedy trouble tickets.
* Selected to perform Special Projects and making improvement recommendations in reports, creating spread sheets and data analysis reports on to Leadership.
* Delegated Plant Maintenance & Engineering Signal Leakage Jobs to Regional Area Managers.

*Sept. 2012-April 2014*

*Spectrum (formerly Time Warner Cable), Flushing, NY*

*Team Captain at Customer Service* *(Call Center)*

* Promoted to Team Captain from customer service rep / Provided Floor Support
* Mentored and supported new Team Members and analyzed their performance
* Utilize Salesforce, Citrix CSG and Scope to troubleshoot customer account issues
* Coached other Customer Service Reps for performance on escalated call issues
* Led weekly Team Topics & Quick Hits Meetings on internal departmental changes and procedures meant to increase team productivity.
* Selected by Call Center Director to participate in special project - Pilot (The T.I.P. Initiative)

*July 2005-Nov. 2010*

*Sprint Nextel*- *Elmsford, New York*

*Government & Corporate Account Services Specialist / AVP Escalations Group (Call Center)*

* Show-coached Customer Service Agents with Escalated Multi-Line Accounts
* Worked with major multiple Government & Corporate line accounts to resolve a number of escalated issues.
* Analyzed Account Data and submit Rate Analysis Plans to Major Accounts.
* Communicated directly with Account Holders to resolve and apply proper fixes to their issues.
* Upsold these accounts to our newer services and became their point of contact for product maintenance and support.
* Handled escalated retention issues in a Call Center environment.

*Jan. 2003* - *Feb. 2005*

*Talk America - Fort Myers, FL*

*Supervisor, Inbound & Outbound Sales (Call Center)*

* Led and supervised a team of over 20 members within a Call Center environment.
* Helped fellow team members to attain High Sales Productivity & Call Efficiency Scores.
* Analyzed Employee Performance Data and Metrics and Trained new employees.
* Performed Corrective Action for attendance and/or Sales Objectives.
* Supervised performance, especially using “side by sides” strategy
* Met monthly goals with consistent accuracy and lead Call Center in sales.

*Sep. 1999* - *Dec. 2001*

*RCN Corp.* - *New York, NY*

*Trouble Resolution Agent / Help Desk Agent – Field Technician Dispatch Center*

* Utilized different databases to troubleshoot escalated Field Technician issues
* Analyzed Field Technician Route Data and Made Changes Accordingly.
* Provision phone numbers, Troubleshoot T1 & T2 Line escalations.
* Utilize Salesforce, Cable Data & Icomms Sysems to troubleshoot account issues
* Resolved technicians’ daily escalated tickets & distributed resolutions accordingly.
* Assisted Customer Service Reps and Dispatchers with priority Trouble Calls & escalations.

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**SKILLS**

* Strong Leadership skills, Training, Motivational, Organizational & Analytical Skills as well as attention to detail
* Strong Knowledge of Technical Operations Environment & Call Center Guidelines
* Excellent knowledge of Wireless Technology and Operations
* Technically inclined. Ability to learn any operating system within a short amount of time
* Excellent knowledge of MS Suite – (Word, Excel, Power Point, Access and Outlook)
* Proficient knowledge of Adobe Acrobat
* Proficient in Salesforce, Cable Data and Icomms, Citrix CSG & Other Customer Account Management Systems
* Excellent knowledge of Cable, Cable Modem, & Telephony connections and operations
* Excellent Communication Skills
* Experience with Provisioning Telephony Lines utilizing Verizon GUI System
* Ability to type over 40 wpm
* Fluent in Spanish