Debi Luff

68206 Birch St.

South Haven, MI 49090

(269) 767-7373 \*\* [debi\_luff@comcast.net](mailto:debi_luff@comcast.net)

**Professional Skills:**

\* Sr. Telecom Billing Specialist/Analyst \* PowerPoint

\* TEM (Telecom Expense Management) \* SharePoint

\* Cell Phone Administrator / Optimization \* Telecom Inventory (Data, PRI, POTS)  
\* Contracts (Telecom, Cell Phones) \* Telecom Coordinator  
\* Telecom Savings (over $2M/year) \* Vendor Management

**Sr. IT Telecom Analyst & Deskside Cellular Support**

**TransCanada (formerly CPG) - 10/16 – Present -** (Contractor for TekSystems)

**Principle Duties & Responsibilities**

* Telecom Expense Management
* Mobile Optimization
* Vendor Management
* Provider & Business Relations
* Process Improvements
* Project Management & Implementation
* Contract Negotiations (Including LOAs)
* Telecom Inventory Optimization

**Sr. IT Telecom Analyst**

**NiSource - 2/12 – 10/16 -** (Contractor for TekSystems)

**Principle Duties & Responsibilities**

* Reported Telecom Projected Savings – Cost Savings over $2.1M.
* Telecom Billing - determined baseline cost factors, compliance with existing Carrier contracts, and cost savings opportunities.
* Liaison between management and vendors in negotiating Telecom contracts (PRIs, DS1s, POTS, etc).
* Access database for telecommunication Data and Telephony
* Vendor Management. Working with telecom vendors to ensure company receives timely responses to issues. Submitting disputes, etc.
* TEM (Telecom Expense Management) self-service (People Soft based) Mobile Source Portal (Tangoe) allowing administrators to self-manage department’s mobile devices and usage.

**Sr. IT Telecom Analyst**

**MARS IS - Wm Wrigley Jr Co. – 10/07 – 12/31/11** (Contractor for Apex Systems)

**Principle Duties & Responsibilities**

* Cost savings and avoidance 2010 was $1.6 million.
* Analyze telecom billing information to determine baseline cost factors, compliance with existing Carrier contracts, and cost savings opportunities.
* Identify and verify necessity of all LAN circuits and POTS, while assisting with WAN.
* Clean up and maintain circuit inventory removing spare POTS and unnecessary circuits in inventory.
* Evaluating Vendor records such as CSR's and contracts
* Primary contact for Telecom Vendors. Maintain relationships with various telecom vendors to ensure company receives timely responses to issues
* Vendor Orders - POTS/PRI/DSL – New and Disconnect Services

Debi Luff – 269-767-7373

**Sr. IT Telecom Analyst**

**MARS IS - Wm Wrigley Jr Co. – 10/07 – 12/31/11**

(Contractor for Apex Systems)

**Principle Duties & Responsibilities**

* Cost savings and avoidance 2010 was $1.6 million.
* Analyze telecom billing information to determine baseline cost factors, compliance with existing Carrier contracts, and cost savings opportunities.
* Identify and verify necessity of all LAN circuits and POTS, while assisting with WAN.
* Clean up and maintain circuit inventory removing spare POTS and unnecessary circuits in inventory.
* Evaluating Vendor records such as CSR's and contracts
* Primary contact for Telecom Vendors. Maintain relationships with various telecom vendors to ensure company receives timely responses to issues
* Vendor Orders - POTS/PRI/DSL – New and Disconnect Services

**Sr. IT Telecom Analyst**

**Empire Today LLC –**7/05 – 10/07

* Company’s massive National growth left Telecom Billing behind. Inherited disconnection notices, unanalyzed billing, etc. Created an Access database and stopped all disconnects within first month of hire.
* Responsible for all Telecom billing and analysis therefore for 40+ locations

**IT Administrator/IT Purchasing/IT Contracts & Analyst**

**Sloan Valve Co –** 7/02 to 07/05

* Contracts – Negotiated contracts for all Telecom as well as company printers with Vendors.
* Cell phone Administrator – negotiated company contract with Verizon wireless, Nextel, AT&T wireless and Cingular. Administered for 5 multi-sites (550 users). Monitored monthly billing, receiving credits monthly as a result of errors found.
* Phone Administrator – working with Avaya Definity Multi-Vantage. Creating call center; vectoring. MAC (move/add/changes).
* Purchasing and procurement of all IT purchases (from phones to Cat6 cable).
* Hands-On budget management for IT of $3.3 million; Monitored monthly run rates.

**Data Analyst/IT Tech –** Desert Carbide of Illinois (Bensenville) 9/01 – 07/02

* Performed adhoc reports from Mas90 and Access Databases.
* Created complicated company part price books using Excel and Access.
* Designed and faxed weekly broadcast fax flyers using WinFaxPro and Act Database.
* Installed hardware and software as needed.
* Research via Internet competitive pricing.

**Project Coordinator/IT Tech** – (Consultant) Zurich Insurance 12/00 – 9/01

* Generated reports from MS Access to determine which users need routers.
* Performed hardware and software upgrades on laptops for rollout.
* Updated bios and printer drivers on hard drives then shipped to remote user.
* Configured, shipped and ordered 4-port routers for remote users.
* Datamining – extracting and burning user’s data from prior laptop on CD.
* Installed and configured Swimage (Ghost) on new laptops for Remote users.
* Configured TCP/IP on routers for DSL and ISDN remote Users.

Debi Luff – 269-767-7373

**Data Analyst and Research Contractor** - Contractor (Teksystems)**.** 6/93-10/00

Renessen. This contract started out to be a 2 week contract, however because of my skills the project that I was brought in to do evolved into a major project.

* Explored information on Agricultural Biotechnology on the internet. This includes but not limited to, alliances, competitors, Genetic Modified Foods, new patents on biotech, cloning and animal nutrition.
* Designed 4 modules using Powerpoint showing the flow and structure from the data. I published the modules onto the server to be accessed through the intranet of Renessen.

**Data Analyst** Siemens Inc. - San Jose, CA - 6/93 - 11/98 – Reported to VP ENGR.

* Responsible for Yield and MTBF (Mean-Time between Failures) reports from Shop Floor Tracking, Excel, Unix and other resources. Created Graphs and Pivot detailed reports.
* Implemented a spreadsheet for tracking of Time & Materials from customers. Calculated charges for Customer Service and submitted to Order Admin for billing.
* Published monthly revenue management package and reports for Directors and Executives.

**Education:**  
IBM Computer Courses – Santa Clara, CA (non-certification)

AOTMP – Courses in Telecom Billing (Certification)

ISO 9000 Internal Auditor Pyramid (Siemens) 1994 - 1998