Carrie L. Kieper

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**Employment History:**

**04/2011 – present**

Paws4Friends, Manteca/Tracy, CA USA   
Therapy Dog Handler

Provided volunteer dog therapy services within the community that enriches lives and brings joy to all those that are read with and visited. These activities include, but are not limited to, visits to hospitals, special needs centers, schools, libraries, and nursing homes.

**02/2006 – 07/2010 retired**

AT&T Services, San Ramon, CA USA   
Senior Communications Specialist - Product Management Center

Planned and purchased Datacom hardware and software for the LAN/WAN and Datacenters for AT&T. Managed inventory warehousing, material handling, transportation of re-deployable hardware, and trade in of spare equipment. Maintained product adherence to the design standards. Reviewed noncompliant products for inclusion, based on the Governance Processes. Activated and added products to the hardware compliance database. Duties included verifying financial information, gathering equipment requirements, interfacing with numerous vendors to provide hardware and software quotes.

**02/1998 - 01/2006**

SBC Services, San Ramon, CA USA   
Senior Communications Specialist   
Provided network upgrades and access to the WAN core network for all internal customers through the LAN support Services organization. Managed a multimillion dollar inventory of Datacom LAN/WAN equipment Enterprise wide. Key area of responsibility included WAN upgrades, client projects, and adds/moves/changes to the WAN. Provided port assignments, as well as planning and implementation of server farm environments, ordered Datacom equipment and managed an inventory of Datacom equipment for redeployment or trade in. Duties included requirements gathering, preparing and publishing network designs, switch and router installations, and all aspects of IP configuring and registration. Provided assignments for access to the WAN. Manage the development of the system/process that manages provisioning access to the WAN network. Managed the tracking of port status for trouble or reassignment for optimum port utilization. Proficient with VISIO and Netviz software.

**11/1996 - 01/1998**

Pacific Bell, San Ramon, CA USA   
Supervisor-Information Services   
Managed and coordinated all Human Resources and financial issues for the Availability Management organization. Duties included supervision of district office staff, preparation and management of monthly expense budget, yearly report of Ad Valorem taxes. Coordinated HR issues: Time reporting, SAP conversion, bill processing, billing codes of organizations, tracking of force adds/losses, compensation, labor issues, personnel/payroll issues, campaigns, asset management/inventories, space planning, and special projects.

**10/1994 - 10/1996**

Pacific Bell, San Ramon, CA USA   
Human Resources Generalist-Information Services   
Managed and coordinated personnel staffing activities for the Advanced Communications Network organization. Reviewed, processed and tracked management and non-management requisitions. Evaluated management candidate submissions for accuracy. Provided advice and counsel on staffing issues. Prepared various staffing reports. Coordinated Job slotting requests and Occupational Job evaluations with Management Compensation. Coordinated management as well as non-management compensation. Implemented and enforced compliance of the Temporary Workers Policy. Coordinated surplus process and resolved surplus of over 400 management and non-management employees due to office closures in record time. Assisted with the development of the annual Affirmative Action Plan which resulted in upward trends of utilization categories. Supervised non-management employees.

**02/1991 - 09/1994**

Pacific Bell, San Ramon, CA USA   
Human Resources Manager-Human Resources   
Provided leadership, coordination, support, and advice/counsel to all personnel in the Corporate Human Resources department (1000+ employees). Reviewed and processed management and non-management job requisitions. Evaluated candidate job submissions and provided advice/counsel on staffing issues, tracked requisition status from inception to closure. Prepared various staffing reports. Coordinated management as well as non-management job evaluations with Compensation organization. Coordinated and processed yearly management and non-management compensation. Managed CWA Article 2 issues. Developed and socialized annual Affirmative Action Plan. Department coordinator for payroll, payroll system, and bill payment system.

**06/1979 - 01/1991**

Pacific Bell, San Ramon, CA USA   
Staff Associate   
Managed a district office. Duties included bill/voucher, payroll, compensation processing and secretarial functions. Investigated and resolved unidentified payments.

**Education:**

**Simi Valley High School, Simi Valley, CA USA**