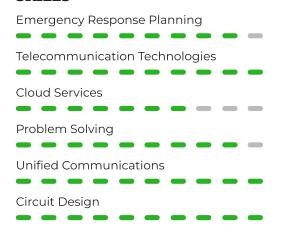


EVELYN WHITE

Senior Telecommunications Specialist

- (123) 456 7899
- Los Angeles
- www.qwikresume.com

SKILLS



INTERESTS

Birdwatching



Sports Coaching Y Knitting

STRENGTHS









LANGUAGES







English

Spanish

French

ACHIEVEMENTS



Achieved a 30% reduction in service downtime through proactive network monitoring and maintenance.



Led a project to upgrade telecommunications infrastructure, resulting in a 25% increase in system efficiency.

PROFESSIONAL SUMMARY

Telecommunications Specialist with 10 years of extensive experience in managing and optimizing complex communication systems. Expertise in network troubleshooting, configuration, and performance enhancement. Demonstrated ability to lead teams in delivering high-quality service and improving operational efficiency. Passionate about driving innovative solutions in dynamic telecommunications environments.

WORK EXPERIENCE

Senior Telecommunications Specialist

Apr/2019-Ongoing

Quantum Solutions LLC

♣ Phoenix. AZ

- 1. Managed end-to-end operations for circuit provisioning and voice services, ensuring optimal performance.
- 2. Led a team of 35 provisioning engineers, fostering collaboration and highquality service delivery.
- 3. Coordinated the installation and administration of 46 PBXs, enhancing communication capabilities.
- 4. Oversaw service intake processing for network-related requests, ensuring timely resolutions.
- 5. Consistently met service level agreements (SLAs) for both internal and external stakeholders.
- 6. Recommended and implemented process improvements, increasing efficiency in service request handling.
- 7. Planned and coordinated critical meetings for the telecommunications area, ensuring effective communication.

Telecommunications Specialist

Cactus Creek Solutions

耳 Phoenix, AZ

- 1. Supported customers in managing their telecommunications accounts and resolving inquiries.
- 2. Monitored call volumes and service levels to ensure quality customer
- 3. Assisted in quality assurance processes for call handling and service
- 4. Facilitated team meetings to address operational challenges and improve service outcomes.
- 5. Analyzed customer feedback to enhance service offerings and customer satisfaction.
- 6. Collaborated with management to streamline operational workflows and improve efficiency.

EDUCATION

Bachelor of Science in Telecommunications

University of Technology

■ Phoenix. AZ

Focused on practical and theoretical aspects of telecommunications systems and networks.

