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Skill	Percentage of Respondents
Emergency Response Planning	90%
Telecommunication Technologies	90%
Cloud Services	80%
Problem Solving	90%
Unified Communications	90%
Circuit Design	90%

 Birdwatching
  Traveling
 Sports Coaching
  Knitting

Diagram showing four values arranged in a 2x2 grid:

- Pragmatism (top-left)
- Sensitivity (top-right)
- Sincerity (bottom-left)
- Stability (bottom-right)



English Spanish French

- ★ 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.

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.

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 high-quality 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.

1. Supported customers in managing their telecommunications accounts and resolving inquiries.
2. Monitored call volumes and service levels to ensure quality customer service.
3. Assisted in quality assurance processes for call handling and service delivery.
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.

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