

Mandi Conley

IT and Telecommunications Professional

I am a customer focused team leader with the ability to achieve and build relationships. While contributing to all activities required for the successful direction of the Customer Experience.

info@mandiconley.com

Pompano Beach, FL.

linkedin.com/in/mandi-conley-a011b7a

754-444-6521

www.mandiconley.com

mandiconley

WORK EXPERIENCE

Director Operations and Network Design Global Network Solutions

09/2015 – 08/2018

Bernardsville, NJ

IT and Consulting Firm Connecting Strategy and IT

Achievements/Tasks

- Established documentation for all process and procedures. Created flowcharts and process charts for training and new hires.
- Conceptualized, designed and implemented KPI's, SWOTS, EDP's and Job Descriptions for Department, Employees, and Roles.
- Introduced, Designed and implemented project management and risk management processes for projects that were failing, prior to my arrival.
- Project Implementation of all product and services ordered. Delivered daily, weekly and monthly reports to the client for project updates.
- Successfully achieved a Client PAID Project Manager role: Project Implementation of all product and services ordered. Delivered daily, weekly and monthly reports to the client for project updates. Key client POC for escalations internally and externally. Dot Lined to the client for 2.5 years

Contact: Rande Jennings – 561-358-6006

Technical Business Analyst Wholesale Carrier Services, Inc

09/2014 – 10/2015

Coral Springs, FL.

Nationwide Telecommunications Supply Chain Management company.

Achievements/Tasks

- Reviewed Business Technologies and drove development based on User Stories or Business Requirements. Recorded User Stories, drafted user requirements to a practical alignment of the company needs.
- Planned, Documented, Conceptualized, and Conducted all training for Operational Support System: (Quotes)Pre-Sales, Sales, Service Delivery, Customer Care, Help Desk, Finance (AP/AR)
- Developed and Delivered Related Training Material.
- Successfully organized Cross- Functional teams for System Testing and Research: Biller AP/RA/AR, OSS, Ticket Management, Automated Quotes, and Retention/CAM/AM Needs.
- Ensured Developers corrected system glitches, bugs, and issues. Developed user testing scenarios, bugs issue logs and Developer issues tracking.

SKILLS

Project Management

Systems Development

Leadership

Risk Assessment

IT Audits

Vendor Management

Operations Management

Telecommunications

Employee Development

Policy & Procedure Documentation

Service Delivery

Agile

Waterfall

Systems Development

SOFT SKILLS

Strong Work Ethic

Positive Attitude

Good Communication Skills

Organized

Time Management Abilities

Problem Solving

Team player

Confident

Empathetic

Flexible

Reliable

Loyal

Independent Worker

Remote Worker

Remote Manager

CONFERENCES & COURSES

Dealing With Difficult Situations (10/2006)

Fred Pryor

Employee Conflict Resolution (2009)

Fred Pryor

Dealing with Difficult Employees (2010)

ADP

Emotional Intelligence (2010)

ADP

WORK EXPERIENCE

Provisioning, Trouble Maintenance and Customer Care Manager

Wholesale Carrier Services, Inc.

08/2008 – 09/2014

Coral Springs, FL

Nationwide Telecommunications Supply Chain Management company.

Achievements/Tasks

- Instituted, Lead and Coached- daily huddles, weekly 1x1's, quarterly reviews and conducted yearly employee reviews
- Project Management- Lead and Coached 8 Project Implementation specialist (Provisioners), Both Switched and Switchless projects. Developed Daily Communication Routines for Clients, VAR's and Sales individuals.
- Achieved measurable SMART targets with daily KPI reporting. Reported weekly status reports to the Established Executive Board.
- Contributed to successful daily KPI reporting and tracking. Established daily guidelines for client communication, standardized interval communication dates to meet or exceed typical carrier standard intervals.
- Designed and Implemented OSS (Operational Support System) for Operations, Sales and Customer Care. Escalation process for Jeopardy orders. Designed fully automated escalation/jeopardy tracking tool.
- Designed and Implemented Help Desks first automated ticket system. This system revolutionized automation for this department. Allowing for automatic updates, reporting capabilities and KPI driven metrics.
- Conceptualized, Designed and Implemented SLA (Service Level Agreement) violations reporting. Worked with the Finance Team, Carriers and System to develop automatic reporting for violations, follow up and monitoring.
- Introduced KPI's and metric reporting, based on reporting capabilities from Help Desk system.
- Designed and Implemented Customer Services case logging and issue tracking. This system revolutionized automation for this department. Allowing for automatic updates, reporting capabilities and KPI driven metrics.
- Introduced best practice or SOP to drive one call resolutions.

Provisioning Specialist II

Wholesale Carrier Services, Inc.

01/2008 – 08/2008

Coral Springs, FL

Nationwide Telecommunications Supply Chain Management company.

Achievements/Tasks

- Project Management of all pending orders, the average workload was 80+ orders/projects.
- Provisioned All COMPLEX networks- DS3, OCX, Rings, and Data Center activations and SMS RESPORG.
- Provisioned Both VOICE and Data circuits including on-net and off-net.
- Vendor Management and carrier onboarding.

Contact: Rande Jennings – 561-358-6006

CONFERENCES & COURSES

Employee Onboarding. How to read a Resume in 2 mins (2011 – 2011)

Conference/Issuer of the certificate

- Helped Establish and document Hiring, On-Boarding and Job Posting
- Established Pre Screening Questions, Recorded Interviews and Panel Interviews

PERSONAL PROJECTS

2008 Summer Olympic Media Circuit (2008 – 2008)

- Project Managed, Supervised & Delivered a complex network of the circuit from Texas to China for the sole purpose of Broadcasting the Olympics.

1.2 Million Toll Free RESPORG Change (2009 – 2009)

- Project Managed, Supervised & Delivered: nations' largest provisioning effort migrating 15% of the nation's Toll-Free numbers to a single carrier for a major client, totaling 1.2 million numbers in under two months, yearly impact \$3M.

Sharepoint (2009 – 2010)

- Designed, developed and built companywide Sharepoint application to integrate, standardize communications across teams in a location agnostic platform. Built secure access profiles, links to websites and database apps, and meeting websites. Improved employee productivity by over 33%

Sonus Switch Installation (2012 – 2012)

- Project Managed: Migration from partitioned switch arrangement to fully owned and operated facility-based network. Ordered, installed and tested network of OC-3/DS-3/DS-1/NNI/Cross Connects connections between Sonus switch and major carriers to deliver, local, national, and international voice calls.

400K LNP Port Effort (2012 – 2012)

- Project Managed, Supervised & Delivered: successfully ported CLEC's entire DID block of 400+K numbers from Local DID's to SIP Verizon DID's. Numbers were both in use and spares. Yearly impact \$600k

Employee Development Plans, Goals and Milestones (2009 – 2013)

- Employee Review- Time in Motions studies, Tasks and daily work review. Understand what each employee is faced with daily.

EDP- Employee Development Plan. Aligning employee strengths with actionable progress and career development for promotions.

Corporate Goal Alignment to Department and Employee goals. Created Milestones, Daily Tasks and KPI's for Daily, Weekly, Monthly, Quarterly and Yearly reviews.

WORK EXPERIENCE

Provisioning Specialist I

Wholesale Carrier Services, Inc.

08/2006 – 01/2008

Nationwide Telecommunications Supply Chain Management company.

Achievements/Tasks

- Lead all Order Installations using Project Management spreadsheet.
- Responsible for the successful activation of installed circuits.
- Error free data entry into biller for monthly bill run, 99% accuracy goal.

Contact: Rande Jennings – 5613586006

CONTINUING EDUCATION

PMP, Certification

PMI, Member 4642821-Expected Completion 2019

ITIL

Expected completion 2019

PERSONAL PROJECTS

Operational Support System Development (2009 – 2014)

- Fully operational CRM, Integrating quoting (Pre-Sales), Sales, Provisioning, Helpdesk, Finance and Customer Service.
- Quotes- Quote Details, Opportunity Turn Rates.
- Sales Opportunity- Funnel Management, Lead Tracking, Client Profile.
- Project Management, Milestone tracking, Communication and Correspondence tracking.
- Trouble Ticket Metrics reporting- By Carrier, Product, MTTR, Rep.
- Customer Tickets/Inquiry reporting- Tracking and Metric reporting for client needs. Ability to pinpoint client FAQ. Aided in one call resolution.
- Value Added Reseller (VAR) support and visibility into Quotes, Orders and Tickets.

SharePoint (2016 – 2017)

- Designed, developed and built, companywide Sharepoint application to integrate, standardize communications across teams in a location agnostic platform.

Operational Support and Auditing System Creation (01/2018 – 08/2018)

- IT Audit Tool for tracking individual, company and business unit assets.
- Assets included: Bills, Contacts, Agreements, Employees assets: Computers, Cell phones, printers, monitors and peripherals.
- Record keeping of MAC ID's, Serial Numbers, IP's, Billing Accounts, Contract End Dates and more. All reportable.
- Operations Support System for Order Tracking of milestones and tasks.

Automated Order Submission (2018 – 2018)

- Automation of order submission via a web portal

VOIP Implementation (05/2018 – 06/2018)

- Project Management of single-site VOIP deployment for a High-Security Environment of Environmental Waste and Chemical Plant.
- Phone Deployment in Secure areas, Special Call Routing and Complex integration for Pumps, Gas Monitoring and Boilers.
- Alternate Solution for Faxing over SIP/VOIP and special dial patterns for Extension and Access Code dialing.
- Integration of Paging and NON SIP/VOIP equipment for continued capabilities.