

Gwendolyn McCoy

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SUMMARY: *Successful Project Leader bringing proven technical experience in delivering projects on-time, meeting milestones, and communicating effectively.*

EDUCATION:

Minot State University **Minot, ND**
Master of Science in Information Systems

Indiana University **Bloomington, IN**
Bachelors of Science in Telecommunications

PROFESSIONAL EXPERIENCE:

AT&T Corp – GBS Global Customer Service **Atlanta, GA**
Order Manager/Order Specialist 2013-Present

- Project Management collaboration with sales, network, operations, and affiliates to develop customer specific action plans to address service issues, develop service agreements and provide reports/tools to measure performance-based on those agreements.
- Effective communication with Vendors, Technicians, Assemblers, and Local Exchange Carriers to ensure accuracy of orders and on-time delivery.
- Corporate Training and completion of IP Networking Certification Fundamental & Intermediate Levels.

AT&T Mobility **Atlanta, GA**
Associate-Network Control 2008- 2013

Resolved approximately 15,100 network issues reported by customers; by identifying trouble patterns and performing root cause analysis utilizing system knowledge and applications; as a result increased customers' satisfaction and prevented customers from churning.

- Coordinated various internal engineering group and external vendors to resolve complex network trouble.
- Analyzed cell sites key performance indicator (KPI) statistic data and detect network failures.
- Engaged various external vendors to resolve customer reported trouble.
- Investigation of potential network outages based upon trending issues involving consumer mobile devices, laptop connect devices, etc.
- Experience with 3g Microcell trouble assessment. Work closely with RF and Network Ops to resolve customer technical issues.

AT&T/BELLSOUTH **Atlanta, GA**
Service Associate 1999-2008

Disciplinary ability to provide technical troubleshooting and leadership skills required to resolve provisioning, hardware, and software issues reported by customers; as a result improved customer loyalty and increase company revenue.

- Technical Writer for Complex Landline Equipment Provisioning
- Responsible for problem resolution complex regional customers orders and billing
- Educated customers and businesses about data solutions that meets the needs of their company
- Experienced in Presidential escalations and Executive Appeals Order writing for the following services: DS1, DS3, and Frame Relay

EQUIFAX RISK MANAGEMENT

Account Manager II

Atlanta, GA

1996-1998

As team leader of 10 employees I exhibited leadership, poise, and strong work ethic. This position involved making critical business decisions; that resulted in on time project completion and annually increased profits.

- Monitored call systems and projects for Inter-Carrier Projects
- Team lead for Interexchange Carrier Project.
- Managed customer profiles and reviewed daily call logs

PROFESSIONAL SKILLS

- Cisco Voice over IPv6.0 certified
- Project Management experience
- Pre-Sales/Post Sales Knowledge/Product Knowledge
- Positive Relationship Management
- Extensive knowledge of Microsoft Office: Words, Excel, PowerPoint, Access with the ability to type 65 words per minute.

WORK PERFORMANCE

- Built credibility from management by exhibiting integrity and strong work ethic
- Proficient communication and technical writing skills to communicate to leadership.
- Six Sigma Yellow Belt

PROFESSIONAL REFERENCES: **Furnished upon Request**