

SARAH JONES, MBA, SIX SIGMA GREEN BELT

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Project Management Professional

End-to-End Project Management | Quality Assurance | Process Improvement

Top-performing, results-focused technical Project Manager with 15 years of leadership and a strong background in process improvement and quality assurance using Six Sigma methodologies

- Highly-skilled project manager with success leading all phases of diverse, complex projects with excellent project planning, execution, performance monitoring and resource balancing skills
 - Provides deep understanding of business process documentation/analysis, order management, project management and client relationship management
 - Possesses stellar reputation as a top producer and highly regarded in customer-facing and sales support roles
 - Delivers expertise managing high profile client projects by implementing controls and cutting edge methodologies that deliver cost savings and enhance business efficiencies
 - Responds well to changing priorities and quickly learns new products, procedures and applications
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|----------------------------------|-------------------------------|---------------------------|
| - Project Scheduling | - Customer Support | - Performance Tracking |
| - Cross-Functional Collaboration | - Subject Matter Expert (SME) | - Sales Support |
| - Infrastructure Management | - Design Implementation | - Network Reconfiguration |
| - Rehoming | - User Support Manuals | - Project Documentation |
| - Deadline Adherence | - Team Communication Planning | - Project Requirements |

Professional Experience

Tech Company (Richardson, TX; on-site at TELECOM CO., Florida) 2013 – 2015
Test Manager/Business Solutions Engineer – System Integration-Accelerated Market Presence

Served as SME supporting new/existing products, services, and capability improvements including increased automation, enhanced client self-service functionality, and features. Reengineered processes supporting functional consolidations. Created desk level procedures (DLP) and job aids for work centers for plan of record and new projects. Improved accuracy and cycle time reduction across all impacted processes. Provided cross-functional collaboration working with TELECOM CO. Labs, offer, work centers and support teams.

Highlighted Project Successes:

- Reengineered disconnect process removing sales/sales support from process while shifting work to overseas location resulting in a significant cost reduction
- Played key role in successful priority sales project with design of complex Ethernet application for F1 Grand Prix

Project Portfolio included:

- eVPN/AVPN Ethernet, ASE/Opt-e-Wan, Cisco Router Model ASR1001, AVPN Managed and eVPN, IP Flex on AVPN, Managed AVPN MoW with Diversity, Opt-e Wan SCP/ASE access diversity, 10 GIG Ethernet for MIS, ANIRA/PNT, eVPN/AVP Hybrid, Hub and Spoke Configuration, Multicast IPeFR/eVPN, Route Group IPeFR and eVPN, VLAN Only access to MIS/AVPN

Tech 2 Company, Inc. (Norcross, GA; on-site at TELECOM CO., Florida) 2012
Business Analyst/Process Engineer – System Integration-Segment Customer Experience

Supported alternate channel by establishing business requirements and writing job aids for external solution providers. Performed extensive research to write, edit, review, and create user support materials/manuals. Updated user materials/manuals and SharePoint sites which provided up-to-date materials for users.

Highlighted Project Success:

- Spearheaded Six Sigma-GEM Mobility Reduction Project which improved mobility billing customer experience and reduced contra revenue-reason categories

Project Portfolio included:

- Secure Network and e-mail Gateway, Premise Base Firewall, Legacy S&B products

(Professional Experience Continued)

TELECOM CO. (Fort Lauderdale, FL)

2000 - 2011

Project Manager (TELECOM CO. Services, Inc.) – Wholesale Solutions

Managed high-profile customer implementation projects for TELECOM CO. LNS and Network Connection platform (wholesale voice product designed expressly for other common carriers). Served as SME to customers, account teams, production and offer management. Led client customized project implementation, ensured contract implementation, established billing structure and managed orders through test, turn-up and bill verification. Ensured all project quality standards were met while maintaining focus looking for further opportunity to improve project performance metrics and deliverables. Performed sales support, design implementation, infrastructure management, network reconfiguration, rehomeing, capacity assessment and client project launches/timelines for ANC customers. Tested projects for ANC CIP service and verified calls connected with TELECOM CO. network ensuring revenue generation for company.

Highlighted Project Successes:

- **LNS Wholesale** - Reengineered and deployed a disconnect process which resulted in consistent equipment retrieval, timely order processing and reduction in credits/adjustments
- **SBC Mass Market Migration** – Performed network integrity testing and trunk sub-group verification which resulted with zero defects and completed 2 days ahead of schedule; merger savings of \$173M
- **Frontier Communications/Switchless** – Served as Lead Test Manager for nationwide CIP implementation, live testing/troubleshooting (535 end offices, nationwide, 4E, 5D and DTO). Completed project on-time and within budget parameters (\$7.5M annual revenue/project worth, 1.8M numbers PIC)
- **BT Telecom-Conferencing** – Managed the implementation of custom application with redundancy. Improved efficiency and reduced cycle time (392 T1 delivered in 30 days adding 36M MOUs, \$2.4M in annual revenue)

United States Army (Fort Stewart, GA)

1994 - 2001

Sergeant, Finance Specialist (Honorably Discharged)

Served as a sergeant for the 3220th USARGSU Finance Unit. Prepared and maintained financial reports and budgets and managed statistical analysis of unit's financial data.

Education/Certifications

Great University (Fort Lauderdale, FL), **Master of Business Administration in Global Management**

Great University (Fort Lauderdale, FL), **Bachelor of Science in Business Administration**

TELECOM CO. University (South Florida), **Six Sigma Green Belt Certified**

TELECOM CO. University (South Florida), **Agile Boot Camp**

TELECOM CO. University (South Florida), **Leading with Distinction**

Good Florida University (Boca Raton, FL), **PMP Exam Preparation Course**, 35 PDUs

United States Army Finance School (Fort Stewart, GA), **Finance Specialist Course**

Performance Awards

- TELECOM CO. Leaders Council Award (top 1%)
- TELECOM CO. Customers Rule Award (2x)
- TELECOM CO. Reach for the Stars Award
- TELECOM CO. Worldwide Customer Service Sprinter Award
- TELECOM CO. Gold Club Award for Performance
- TELECOM CO. Beacon Award and Excellence Award

Computer Software/Technology Skills

Microsoft Office Suite (Word, Excel, PowerPoint, Outlook, Access, Visio), SharePoint

TELECOM CO. Systems: ASOC, CLARIFY, PHOENIX, SALES ONE, ROME, BUSINESS DIRECT, BMP, CAMS, CAPRI, Citrix, CLDS, CRANE, EFMS, ECRM, GEO CODER, INSTAR, Hummingbird, ICORE, MSR, NCD tool, OCS-SS, OPT-E-MAN, OPT-E-MAN AC, OIL, POCITS, SCAMP, SDN-SMS, SOTS, SSIRS, TIRKS, USRP, WATSSOP, Webtool, WMS; Courses: Basic Wireless 60007831, 60009590 and 60007832

- References and Detailed Project Successes Furnished Upon Request -