

RACHELLE M. LEWIS

72 Ridgebury Road Avon CT 06001

860.280.8600 (w)

475.441.1144 (c)

rachelle_lewis@icloud.com

Objective

To obtain a technical position where my professional experience and education will allow me to make an immediate contribution as an integral part of AT&T.

Employment History

03/2016 - Present

Senior Real Estate & Construction Manager

Meriden, CT

- Responsible for reviewing, evaluating, and initiating real estate transactions with various internal and external business entities. Manage and negotiate provisioning and preconstruction activities of real estate assets for network systems and operations. Interpret and apply leasing guidelines as appropriate and in a manner that aligns with AT&T's organizational goals. Effectively manage AT&T's vendor partners in order to ensure wireless goals are met or exceeded. Responsible for cost estimates as it relates to tower modifications.

09/2011 - 03/2016

Transport Project Manager

Rocky Hill, CT

- Managed MLPPP sites for New England and Upstate NY.
- Reviewed and approved (or disapproved/rejected) OOM submissions in NORAD. Exported OOMs and created Purchase Orders (PO).
- Worked with vendors to ensure timely install, test and extension of T1 circuits.
- Responsible for managing MEI for New England and Upstate NY MLPPP projects.

Equipment Engineer

- Prepared equipment maintenance requirements and policies.
- Identified and tracked equipment deficiencies and designs.
- Implemented rearrangements and improvements.
- Determined equipment required for storage capacity needs.
- Managed capital and facility expense budgets.
- Served as liaison for hardware, facility vendors, laboratories for testing and product evaluation.

Lead Finance Manager

- Successfully managed a team of finance PMs in Update NY and CT.
- Conducted and documented complex financial analysis projects.
- Worked on problems of diverse scope, including the analysis of financial reports, trend, and opportunities.
- Responsible for the analysis and interpretation of financial and other data.
- Developed recommendations to achieve the organizations financial objectives.

06/2009 – 09/2011

Manager, Network Operations

Northeast Global Voice and Data CMC

White Plains, NY and Meriden, CT

- Supervise communications technicians.
- Train and coach communications technicians in the 22 states footprint processes and the Legacy T systems.
- Create methods and procedures for *Northeast Global Voice and Data CMC*.
- Subject matter expert for T1 and voice circuits.
- Serve as MSOC SPOC to ensure center productivity goals are met.
- Key contributor for various center projects and initiatives.
- Point person for *Nationwide Mutual Insurance*.
- Troubleshoot circuits (i.e. DS0, T1 and T3) to isolate and resolve customer reported issues.
- Ensure customer trouble reports are resolved in a timely manner to meet established MTTR targets.
- Participate in technical troubleshooting bridges.
- Work with tier II centers to resolve layer II circuit troubles.
- Interact with engineering to redesign circuits.

01/2008 – 06/2009

Senior Specialist – Network Support/Network Engineer

Northeast Global Voice and Data CMC

White Plains, NY

- Responsible for 24/7, 365-day surveillance of the AT&T global network.
- Utilize my training in various network services such as voice, transport, data and INCS services in order to isolate various network outages for timely resolution.
- Knowledge of telecommunication fundamentals and skilled in troubleshooting DS0, DS1, DS3, SONET, CSU/DSU, Frame Relay and IMA
- Interact with internal and external vendors in scheduling and coordinating dispatches and trouble resolution.
- Ensure customers receive scheduled progress updates regarding reported troubles.
- Interact with LECs and independent carriers for status and escalation of troubles tickets referred to their networks.

- Provide support to various AT&T groups including GCSC, IBM, and Service Executives.
- Calculate and provide data during outages for real time impact analysis
- Interfaces with all levels of management to provide real time status of service and network performance by utilizing the 3CP process.
- Monitor KPI tracking summary as well as Worklist Status Tool (WST) for daily updates to upper management team.
- Inform, activate and run Technical Control Bridges as part of 3CP, determine impact and reports FCC incident thresholds as required.
- Supervise communications technicians when needed.

02/2004 - 01/2008

Customer Sales and Service Representative

AT&T East, New Haven, CT

- Followed the "Art of the Call" requirements to ensure proper handling of all incoming calls.
- Handled customer requests to change or update products and services.
- Discussed, investigated, and resolved customers billing inquiries regarding rates, policies, and practices.
- Performed in-depth analysis of customer records in order to accurately recommend products and services that are appropriate to the customer's needs.
- Identified potential sales opportunities to ensure customer satisfaction and increase AT&T share revenue.
- Met or exceeded daily and monthly sales objectives. This included sales of AT&T entertainment services, voice and data products (DSL/internet, U-Verse, Satellite TV, etc.).

08/2000 - 02/2004

Process Support Center Administrator

SBC, Cheshire, CT

- Maintained mechanized loop testing trunks and subscriber loop carrier systems.
- Assisted outside installation technicians in order to resolve dial tone service and other repair issues.
- Responsible for creating and programming cable shifts to clear plant facilities.
- Updated and maintained facility and customer records in AT&T systems such as LMOS, SONAR, SWITCH, LFACS, and MIZAR.
- Responded immediately to service related problems received from various AT&T departments.
- Interfaced directly with customers and other groups to expand upon trouble descriptions in attempt to resolve customer issues.

- Renegotiated commitment times using diplomacy and tact in order to restore customer confidence.
- Directed and aided residence and business service representatives in resolving discrepancies to ensure customer satisfaction.
- Reviewed trouble reports in order to coordinate methods for repair and installation.

Skills

- Excellent problem-solving and negotiating skills.
- Proficient in Microsoft Word, Power Point and Excel
- Excellent communication skills (written and oral)
- Knowledge of many AT&T systems such as PACE, iComply, WARP, 1-2-3 Report, NORAD, FFLOW, NIIMS, Tirks, ISOR, Netscope, ICORE, BMP2 and CTP.

Education:

University of New Haven, West Haven CT
B.S., 2003, Political Science/Pre-Law, GPA 3.3

University of New Haven, West Haven, CT
M.S. 2004, Labor Relations, GPA 3.5

Professional Licenses, Accreditations, and Memberships

University of New Haven, West Haven CT
Paralegal Studies Certificate, 1998

AT&T Legacy T

- Six Sigma White Belt, 2008
- Six Sigma Yellow Belt, 2008
- Six Sigma Green Belt, 2010

Foreign Languages

- Spanish - some knowledge
- French - conversational/some knowledge
- Creole - fluent