

PATRICIA M. MILLER

1137 Nutmeg Drive | Marysville, OH 43040 | 937-642-3244 | PatriciaMIL325@Yahoo.com

Highly accomplished professional with a dedicated career partnering with clients, internal teams, management, and vendors to ensure the appropriate delivery of projects to enhance business operations, reduce costs, and position organizations for advanced growth. Extensive expertise in planning and coordinating all aspects of network deployment, migration, relocation, and decommissioning projects with minimal disruption to business operations. Outstanding organizational, time management, and problem-solving skills; strategically manage time and expediently resolve problems for optimal productivity and improvement. Strong comprehensive understanding of the environment, products, practices, and operations of the telecommunications industry. Strengths also include:

- | | | |
|--|---|--|
| <input type="checkbox"/> Project Planning & Design | <input type="checkbox"/> Service Ordering & Installation | <input type="checkbox"/> Quality & Standards Adherence |
| <input type="checkbox"/> Project Need Assessments | <input type="checkbox"/> Cross-Functional Team Leadership | <input type="checkbox"/> Client & Vendor Relations |
| <input type="checkbox"/> Business Process Analysis | <input type="checkbox"/> Problem Analysis & Resolution | <input type="checkbox"/> Continuous Improvement |
| <input type="checkbox"/> Large-Scale Deployments | <input type="checkbox"/> Technical Documentation | <input type="checkbox"/> Change Management |

PROFESSIONAL EXPERIENCE

VERIZON BUSINESS / COMPUSERVE, INC.

Built an impressive record of achievements providing business planning, project leadership, team management, problem resolution, and customer / service expertise to these major telecommunications companies. Originally recruited by CompuServe and was kept on through several mergers, a divestiture, and multiple downsizing initiatives.

Specialist Engineer – Global Planning and Design (2001-2009)

Selected to monitor receipt of new data communications hardware and tracking of \$37M budget through SRM/SAP Accounting system. Provided management with monthly and on-demand reports on status of spend, payments and outstanding dollars. Updated monthly reports reviewed by upper management during monthly budget meetings.

Provide leadership and framework to ensure the on-time decommissioning and consolidation of Communication Centers throughout the United States, Europe and Asia to support a multi-million-dollar cost reduction initiative from Corporate. Scope of accountability spans project planning and management, problem analysis and resolution, and customer and partner relationship management. Define, schedule, and coordinate the relocation of customers and network services to 9 mega-hub sites. Plan and ensure the installation and configuration of new hardware and circuits to support additional service, and ensure a smooth transition of customers to new sites.

- **Received Ovation Award for continuing to meet corporate deadlines, while keeping high customer satisfaction and minimal service interruption.**
- **Recognized for ensuring the on-time delivery of numerous simultaneous projects, adhering to corporate goals and installation objectives, and with high customer satisfaction.**

Internet Network Engineer III (2000)

Selected to manage all efforts to oversee the design, ordering, and installation of SONET technology at Communication Centers throughout the United States to ensure optimal security of client data during merger with UUNET Technologies, a WorldCom Company. Directed all aspects of multiple, simultaneous projects; resolved all deliverable, technical, and customer service issues.

- **Credited with managing the deployment of vendor-based SONET rings across the nation to deliver enhanced security protection to clients.**

Network Implementation Projects Manager (1994-1996)

Chosen to effectively place daily production orders for client's telecommunication services. Interacted with independent telephone companies and telecommunication carriers to order business lines, multi-line hunt groups, analog and digital circuits, and T1s and DS3. Promoted to effectively analyze and resolve all escalated service issues. Interfaced with NOC technicians and customers to oversee the on-time troubleshooting of technical issues, ensuring optimal customer satisfaction and retention.

- **Received the Great Lakes Grand Slam Award for consistently exceeding customer expectations (1996).**
- **Acknowledged for effectively placing more than 400 daily client production orders, exceeding individual goals by 30%.**

PROFESSIONAL EXPERIENCE – CONTINUED

Network Implementation Projects Administrator (1988-1994)

Recruited to newly established position to plan and coordinate all aspects of telecommunication services projects for NODE Site relocation, installation, and reconfiguration initiatives throughout the United States and Canada. Managed day-to-day initiatives of multiple, simultaneous projects to ensure minimal disruption to client's business operations. Defined overall project scope and deliverables. Planned, tracked, and documented progress of projects; and delivered status reports to management. Investigated and resolved all issues.

Partnered with facilities management personnel to confirm availability of telecommunications facilities at target locations. Coordinated efforts between software, hardware, and field engineering teams in the deployment and migration of technology and services. Interfaced with vendors to order, schedule, and confirm dedicated analog and digital circuits. Notified and educated customers on new service.

- **Granted Ovation Award for successfully completing the relocation of the fourth largest Communication Center in the network within 6 weeks, without any service interruption (1994).**
- **Received Presidential Award for outstanding contribution to the company (1992).**
- **Granted the Spotlight Award for the successful and timely completion of record number of site move projects within one fiscal year (1989).**
- **Led the installation of 800 services on the non-voice network; participated in conducting emergency changes to the mission-critical business service.**
-

*** Previous Experience as Telecommunications Analyst for Beneficial Data Processing Corporation ***

EDUCATION & TRAINING

Courses completed toward Associate Degree in Business
COUNTY COLLEGE OF MORRIS, Randolph, NJ

Numerous Leadership, Management, and Technical Training Courses
COMPUSERVE / VERIZON BUSINESS