

Project Manager



Tim Sledge

Dublin, CA 94568

Job Preferences:

Desired job title:	Project Manager
Desired occupation:	Fremont
Employment type:	Full time, Contract
Career status:	Active job seeker
Available to start:	05/2021

Work Experience:

Construction Manager

HP Communications

Construction Manager, Management/Manager, Construction

- * Manage large projects while managing construction crews.
- * Managed crew safety and situational awareness.
- * Documented work performed and reported daily.
- * Created work close out packages.
- * Administered internal audits.

10/2017 – 09/2020

Project Manager

Crown Castle

Project Manager, Management/Manager

- * Manage all aspects of Aerial and Underground projects for K-12 and enterprise customers from Bakersfield North.
- * Built \$6-million-dollar school district fiber optic ring and equipment for LIT service and a redundant dark fiber ring to secondary HUB location.
- * Built \$350k enterprise fiber optic service to data centers.
- * Upgraded rural fiber optic cable runs, adding self-support aerial innerduct.
- * Replaced failing cable due to pests.
- * Providing customer support.

10/2015 – 09/2017

Project Manager

Zayo Group

Project Manager, Management/Manager

- * Manage project from design to completion for external customers and internal service orders.
- * Track daily goals for work footage fiber placed on multiple work locations and vendors.
- * Redesign on the fly to compensate for field abnormalities that require running line changes.

08/2001 – 10/2015

Outside Plant Design Engineer

AT&T

Design Engineer, Engineering/Architecture

- * Implementing company policies, technical procedures, and standards for preserving the integrity and
- * security of data, reports and access.
- * Consistently meeting deadlines and requirements for all production work orders.
- * Managing creative projects from concept to completion while managing outside vendors.
- * Evaluating construction design information such as detail and assembly drawings, design calculations,
- * system layouts and sketches or specifications.
- * Prepared construction project proposals that include cost estimates and discuss proposals with interested parties such as vendors, contractors and municipal review boards.
- * Maintaining design standards for facilities and equipment.
- * Rapidly created work-rounds to temporarily or permanently resolve issues.
- * Read technical manuals and literature to stay abreast of new technology.
- * Analyze and interpret complex data from multiple sources.
- * Maintain documentation for all telecommunication systems, including equipment inventory and floor plans.
- * Manage the issue escalation process.
- * Analyze user-generated trouble tickets to determine causes of problems and took appropriate action for resolution.
- * Interpreting electrical schematics.
- * Diagnose and resolved complex integrated customer issues for implementation, add-on, maintenance and support of voice, data, VoIP applications.
- * Identify service improvement opportunities.

08/2001 – 04/2004

Provisioning and Maintenance Manager

Management/Manager

- * Trained, coached and mentored staff to ensure smooth adoption of new program.
- * Developed and rolled out new policies.
- * Improved call center functionality and service capacity by resolving customer complaints efficiently and quickly.
- * Met or exceeded service and quality standards every review period.
- * Effectively managed a high-volume of inbound and outbound customer calls.
- * Addressed and resolved customer product complaints empathetically and professionally.
- * Defused volatile customer situations calmly and courteously.
- * Accurately documented, researched and resolved customer service issues.
- * Mastery of customer service management systems and databases.
- * Managed customer calls effectively and efficiently in a complex, fast-paced and challenging call center environment.
- * Conducted performance reviews for all Customer Service Representatives to reduce resolution time and improve customer satisfaction rates.
- * Oversaw call center employees to ensure customer satisfaction goals were consistently met.

08/1999 – 06/2001

Network Operations Manager

RateXchange, Inc.

Operations manager, Management/Manager

- * Assisted in selecting Global Hub site locations for equipment deployment.

- * Deployed equipment into 12 cities and 4 countries in 9 months.
- * Researched and evaluated several major equipment vendors.
- * Assisted in selecting, evaluating, and hiring network Management Company.
- * Purchased and engineered equipment for hub site locations.
- * Supervised installation crews and evaluated their work.
- * Strong telecommunication practices and standards knowledge.

06/1997 – 08/1999

Network Engineering Manager

TeleHub Network Services

Management/Manager

- * Assisted in creating 3 major telecommunication switch site locations in America for ATM, SS7, and voice testing.
- * Supervised the complete installation of a DSC/ALCATEL built DEX600e MegaHub
- * Telecommunications voice switch. Operated, Maintained, and provisioned Nortel OC-48 Fiber Optic network.
- * Ran routine maintenance procedures and monitored the network for possible trouble and outages. Assisted IT/IS departments in desktop support.

07/1995 – 07/1997

Senior Switch Operator/Site Manager

US WATS

Management/Manager

- * Sole responsibility of a DSC/ALCATEL built DEX600 voice switch.
- * Interfaced daily with other telecommunications companies.
- * Performed all maintenances, upgrades, and performance testing.
- * Provisioned telecommunication circuits throughout the west coast.
- * Provided 24/7 on call services.
- * Managed telecommunications property and supplies.

09/1993 – 07/1995

Switch Operator level 2

Frontier Communications

- * Responsible for a DSC/ALCATEL built DEX600e MegaHub voice switch.
- * Member of a team of technicians who maintained, upgraded, and provisioned this equipment.
- * Daily duties included trouble resolution, voice circuit provisioning, call routing, billing records, and detailed documentation.

Language Skills:

n/a: English

Skills:

n/a: AutoCAD, telecommunication, VoIP applications, quality standards, databases, ATM, SS7, Hardworking, dedicated, works well both independently as well as part of a team, Looking to continuously learn and accept new challenges, Excellent communication skills, Troubleshooting, creative, Problem Solving

