

## Objectives

- Management executive and certified Project Management Professional with 11 years experience as a transformational leader delivering customer satisfaction and quality process improvements in telecommunications design, development and manufacturing.
- Passionate sponsor of continuous improvement initiatives with demonstrated success as a change facilitator from process re-design through implementation.
- Process governance and quality compliance subject matter expert with expertise in identifying and negotiating stakeholder requirements as well as coaching and mentoring personnel through associated changes.
- Skilled in managing and motivating both virtual and co-located cross-functional teams in a matrix organization.

## EMPLOYMENT HISTORY

### Alcatel-Lucent

November, 2008 - August, 2009

Manager, Customer Response Team  
Quality Assurance/Safety, Telecommunications  
RALEIGH, NC, USA

### Alcatel-Lucent

January, 1999 - November, 2008

Project Manager  
Customer Support/Client Support, Telecommunications  
NC, RALEIGH, USA

### Alcatel-Lucent

March, 1998 - January, 1999

Department Support Coordinator  
Administrative/Clerical, Telecommunications  
RALEIGH, NC, USA

### Interactive Partners in Marketing

October, 1997 - November, 1997

Project Information Manager  
Administrative/Clerical, Consulting  
ROCHESTER, NC, USA

## EDUCATION HISTORY

### Alfred University - Business Administration and Management--General

United States

Bachelors Degree

1995 - 1997

## Genesee Community College - Accounting

United States

Associates Degree

1993 - 1994

## CERTIFICATES

### STARsixsigma

Lean Six Sigma Green Belt

2009

### ASQ

Certified Quality Process Analyst

2009

### PMI

Project Management Professional

2005

## SKILLS