

04/2020- 06/2026	HCL America (2600 Great America Way, Santa Clara CA 95054) Major Operations Incident Manager – remote worker - Managed end-to-end major incident lifecycles, driving rapid service restoration and protecting SLAs. Chaired technical and executive bridge calls to align cross-functional teams under tight deadlines. Partnered with Mission Control to triage incidents, escalate, and deliver structured communication to stakeholders. Wrote post-incident reports.
11/2011 - 08/2019	AT&T Labs (200 Laurel Ave, Middletown Township, NJ relocated to 5715 Glenwood Avenue, Raleigh, NC) Professional Client Services Project Manager/ Incident Management (remote worker) - Managed global network incidents from detection to resolution, coordinating with third-party vendors, clients, and internal AT&T teams to mitigate telco outages. - Led high-stakes technology projects by bridging gaps between clients, vendors, and AT&T leadership to deliver complex hardware overhauls and OS migrations. - Executed seamless deployments of physical and logical IT assets across multi-site on-premises data centers and hybrid-cloud environments.
07/2001- 08/2011	Broadridge Financial Services (Formally (Automatic Data Processing) Two ADP Blvd, Secaucus NJ Network Analyst - Monitored enterprise LAN, WAN, and security systems. Resolved technical issues across multiple platforms to maximize network uptime. Tracked recurring problems and applied permanent fixes to prevent future downtime.
06/1990- 06/2001	ADP (Automatic Data Processing) 2 Journal Square Plaza, Jersey City, New Jersey Executive Secretary - Coordinated office activities, managed information and ensured smooth daily operations for a vice presidents and several directors. Made travel arrangements, scheduled conference call, screened visitors, distributed paychecks.
Special Skills	Excellent communicators skills, working knowledge of Service Now, BCM Remedy, ITIL framework, Salespoint, Netcool, Netbrain, Zoom, Microsoft Teams, and Cisco Webex. Obtained Six Sigma Yellow Belt. Completed CCNA Bootcamp.
09/2011	Sanford Brown – CCNA (Cisco Certified Network Associate) - Certificate of completion
08/2020	Care One Health Training Institute (Raleigh North Carolina) - Certificate of completion

