

Clinton E. Paul

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PROFESSIONAL PROFILE:

Results-oriented, hands-on professional, with an exceptional record of efficient and effective operational management. Key areas of focus have included customer relationship management, process development, success metrics, quality assurance and staff productivity and management.

EXPERIENCE:

NORTEL, INC (NORTEL NETWORKS) - Schaumburg, IL

February 1994 to April 2009

Sr. Operations Manager (January 2001 to April 2009)

Managed and provided leadership for all GSM/CDMA wireless installation activity across major US wireless carriers with a staff of 3 Deployment Coordinators and 45 Network Technicians.

- Managed a yearly workload of 40K hours with a budget of 4.8M in services for 2 major wireless nationwide accounts. Overall delivering projects on budget by managing the services team at an 85% utilization rate while delivering the project targets at 101% combined efficiency.
- Maintained an 89% defect free and 100% conforming quality performance metric for each project that received an audit while ensuring the customers network reliability.
- Communicated with each customer at the end of completion of each project in order to understand how my team preformed and if there were any needed improvements in order to obtain best in class customer satisfaction survey results.
- Hired, developed and managed staff through performance management, training, compensation, disciplinary actions, and restructuring initiatives.
- Participated and implemented in Lean Six Sigma and ISO 9000 project initiatives to reduce the cost of daily operational activities.
- Restructured management team and developed support staff to improve customer satisfaction, workmanship quality, and schedule adherence while reducing operating cost.
- Implemented new processes and procedures to enhance information flow and increase operating efficiency between Installation, Engineering, Project Management, Sales, and Customer Service.
- Responsible for the approval of all time and expense reporting for my direct reports as well as the contracted resources on a weekly basis.

Project Manager (March 2000 to December 2000)

Provide direct project management to Field Operations for the end to end implementation of the Broadband Wireless Access equipment for the Midwest Teligent account.

- Ensured that the overall planning, scheduling and deliverables for the Broadband Reunion retrofit project were complete and clearly communicated to meet project objectives.
- Maintained excellent customer relationships to assure customer expectations were understood and met.
- Maintained cost control to close projects within plus/minus 2% of budget.
- Responsible for processing customer P.O.'s in SAP in order to drive project schedules and customer requirements to all the functional service teams.
- Ensure at the end of each project that a Service Completion Notice has been signed off by the customer and service technician so that proper invoicing in SAP is completed and revenue can be collected for each completed project.
- Implemented process improvements to various reports resulting in improved reporting proficiency and produce more real-time data for all job objectives.

Product Engineering Team Leader (July 1999 to February 2000)

Managed and led the engineering team providing coordination of all Product Engineering activity for DMS-100 digital switching and TOPS equipment for the entire Ameritech account.

- Provided direct management and support for 11 Senior Product Engineers and 1 Product Engineer.
- Managed annual salary treatments and delivered individual performance review secessions for the Product Engineering team.

- Actively participated in weekly Senior Management conferences and was an active member of the Employee Satisfaction team.
- Developed and implemented one common process across the Product Engineering team resulting in dissolved boundaries and improved level loading efficiencies.
- Designed and maintained the Central Region home page utilizing HTML and JavaScript that provides useful information for all organizations in field operations.
- Assisted with the revisions of the ISO document for the Product Engineering team so any changes in the process would remain current.
- Developed an automatic email process that provides scheduling information to Installation, Field Engineering and Product Engineering for the entire Ameritech account.

Product Engineer (March 1998 to June 1999)

Responsible for the engineering of the DMS-100/200 digital switching equipment and applying new software loads for Indiana and Illinois (excluding Metro Chicago).

- Performed capacity extension engineering for DMS 100/200 hardware and software jobs.
- Assured customer satisfaction through customer information (CI) meetings and follow-up calls for any changes or discrepancies during the engineering process.
- Designed and performed routine maintenance on the Central Region home page utilizing HTML and JavaScript.
- Developed a new process tool that assures project cost and utilization targets were being maintained and monitored.
- Assisted and developed processes and tools for the new Installation Planning Center organization located in Schaumburg.
- Developed a working online database using any Internet Browser application for JAM analysis reporting for the entire Region eliminating the need to individually license Filemaker Pro saving the Region over 10K in cost.

Operations Project Coordinator (April 1995 to February 1998)

Responsible for project coordination of all installation activity for Indiana and Illinois (excluding Metro Chicago) in a DMS-100 technical environment.

- Provide project management support for 5 Field Supervisors and 55 Technicians.
- Projects included warranty management, XPM+ and bar-coding initiatives.
- Perform in-depth costing analysis of installation projects for entire district and maintain comparison data to manage and evaluate trends.
- Manage project cost reconciliation process.
- Assure customer satisfaction through status meetings, conference calls and customized action plans.
- Analyze district training needs and coordinate employee scheduling.
- Proactively identify key factors that inhibit efficiencies, perform root cause analysis, develop action plans focused on customer satisfaction, quality, cost, and staffing needs.
- Interview and selection of new talent for Field Technician work force.
- Develop working documents via database management and creation to assure entire team has accurate and appropriate information.

Field Technician (February 1994 to March 1995)

Installed digital switching equipment on customer sites and acted as project manager for the entire installation process.

- Installed various DMS product lines for multiple customer sites.
- Coordinated daily installation activities and negotiated scheduling with customer.
- Provided single point of contact for customer issue resolution and project status updates.
- Managed multiple customer sites and installation personnel.
- Developed project plan including monitoring milestones, providing daily activity lists, delegation of assignments for all personnel and maintained accurate project records.
- Managed cost efficiencies, tools and material for simultaneous projects.
- Trained less senior Field Technicians on policies, practices and procedures.
- Interpreted and performed updates to schematic drawings when alterations were required during the installation phase.

BRIGGS AND STRATTON - Murray, KY

November 1988 to September 1993

Production Line Operator

Assure continuous operation of production line manufacturing of small power engines and assembled final product and internal machining parts.

- Supervised production line to assure production efficiencies and assist in assembly line where necessary.
- Provided maintenance and repair support for manufacturing equipment.
- Assured quality of final product prior to packaging.
- Trained new employees.

EDUCATION:

BS Degree, Civil Engineering - Murray State University, Murray, KY

Air Force National Guard, 131st Civil Engineering Squadron St. Louis, MO
Honorable Discharge

COMPUTER SKILLS:

Operating Systems: Windows, Macintosh and DOS

Applications: Advanced in Microsoft Excel, Word, PowerPoint, Access, Outlook, Filemaker Pro, AutoCAD, Adobe, Paint Shop Pro, GIF Animation, Sony Vegas, Firefox, Explorer, Telnet, Exceed, FTP, and Exchange.

Experience working with HTML, Perl, CGI-Bin, JAVA, SAP, UNIX, ACCESS, SQL and proprietary databases.

PROFESSIONAL TRAINING:

DMS-100 Hardware Testing

DMS-100 Operational Testing

Installation Job Planning and Administration

Technical Introduction to Cellular Telephony

Succession Networks-Architecture Overview

REFERENCES:

Available Upon Request