

DONNA BEAUCHAMP

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A self-starting, go-to manager with excellent listening skills and a strong desire to provide a positive customer experience by resolving technical repair issues, billing, and disputes. Leader in solving problems with root cause analysis skills in both technology and accounting. Team player excelling in numbers, as well as working on complex problems where analysis of large data sets from multiple computer systems is required.

PROFESSIONAL SKILLS

Microsoft Office:



Network Topologies :



Network Engineering:



Oral & Written Communications:



AWARDS

Service awards for Quality for Outstanding Support

EDUCATION

FLORIDA JUNIOR COLLEGE

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1976-77: Associate of Arts | *Graduated on President's List*

2015-Present: Bachelor of Sciences

1982-84: Associate of Sciences | *Respiratory Therapy*

Business Administration

RELATED WORK EXPERIENCE

AT&T

SENIOR SPECIALIST: NETWORK SUPPORT

January 2011 to May 2018

ASSOCIATE TECH SUPPORT ANALYSIS NETWORK

June 2009 to December 2010

- Worked with a multitude of online systems regarding product functionality, including voiced and data products
- Handled trouble management, across BSLD and AT&T SBC networks
- Worked hand-in-hand with customers and vendors, in a technical support role, to fully diagnose/troubleshoot possible software/hardware issues

- Ensured timely and accurate trouble resolution using the Trouble Management Process
- Presented technical information to both technical and non-technical audiences
- Worked with customers and vendors in a technical support role, to fully diagnose/troubleshoot possible software/hardware issues on a multitude of online systems, including both voiced and data products for AT&T SBC and Bellsouth LD.
- Worked in Network Engineering by testing and clearing on Frame Relay, T1, T3, DS3, ATM
- Worked in multiple systems: Telegence, Citrix, SMS/SOMOS, BOCRIS, TIPS, WOT, BUSINESS DIRECT, BMP, RNS, SMARTCHAT, AIN, LSA, SCAMP, BELLSOUTH SWITCHES, OMS,ESM
- Employee of 4th Quarter 2014. Top in center for Kudos.

BELLSOUTH

CUSTOMER CARE SENIOR ACCOUNT MANAGER

April 2004 to June 2009

- Owned the customer billing experience on the resolution of chronic billing issues.
- Trained new managers on online systems, documentation, and provisioning, billing and bill disputes.
- Selected as a Designated manager to work with sensitive and large customers regarding billing and bill dispute issues.

SOLUTIONS SPECIALIST

January 2001 to April 2004

- Worked in a sales and customer service environment for landline, mobility and DSL with residential customers
- Selected as a manager for a test team for a new Escalations Queue, handling customer complaints through listening, problem-solving, and exercising sound ethical judgment.

ST. VINCENT'S MEDICAL CENTER GISTERED RESPIRATORY THERAPIST

REGISTERED RESPIRATORY THERAPIST

September 1983 to October 1989 and May 1995 to December 2000

- Performed necessary procedures with non-invasive methods such as CPAP and BIPAP therapies
- Educated and counseled patients and staff members on basic respiratory therapy procedures
- Created therapy programs for patients based on the specific instructions of physicians
- Engaged in diagnostic evaluation, treatment and control of deficiencies and abnormal functions found in the patient's cardiopulmonary system
- Administered blood gas samples and performed basic analysis
- Performed advanced procedures and emergency management
- Initiated and managed life support for people in intensive care units and emergency departments.