

# Mary Garcia

Northglenn, CO

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## WORK EXPERIENCE

### **Network Supervisor**

Centurylink - Denver, CO - September 2000 to May 2014

#### Responsibilities

Forecast: Forecasting incoming work for field supervisors, advising when clocks would close for the day. Advising when they would need a bigger work force due to weather, special events, outages. Daily calls advising dates of repair/provisioning clocks were at giving possible solutions on bringing them back to 3 day intervals. Being available to field managers, techs, and load specialist 24/7

Supervisor: Supervised a group of 10-16 occupational employees. Working with employee's on daily duties, special duties, monthly evaluations, training new processes, scheduling employees weekly, holidays and weekends. Payroll.

#### Accomplishments

Highest employee rate for customer service awards

Outstanding customer service

#### Skills Used

Lead by example.

Making decisions able to work without supervision.

A highly energetic, flexible self starter who is willing to accept a challenge.

Meet and work well with fellow professionals and public.

Proficient with micro soft office.

Office management skills with supervision ,inter viewing and delegation. Excellent oral and inter personal telephone and communication skills Excellent problem solving skills.

Ability to handle information with the highest degree of discretion and confidentiality.

Proven expertise and accuracy in prioritizing multiple tasks under deadlines.

## EDUCATION

### **n/a in General**

n/a - n/a