

**Todd T Thompson**  
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## OBJECTIVE

Pursuing a career opportunity to use my strong leadership skills, in supporting and supervising a technical team in day to day operations

## WORK EXPERIENCE

### **CenturyLink/Level 3 - Senior Outside Service Manager (OSM)**

March 2015- Present

Provide customers with a superior customer service experience through strong communication, coordination and facilitation.

- Utilized extensive experience and commitment for improvement to plan and accomplish goals in acquisition, growth, and retention of CenturyLink's existing customer base.
- Escalate post-service support issues relating to repair and service assurance of CenturyLink products and services

### **CenturyLink/ Qwest – Supervisor National Operations Center (NOC) Ethernet Chronic Repair**

March 2010 -March 2015.

Managed the daily operations of 17 Technicians and Engineers who were responsible for testing/repair of chronic repair issues.

- Possessed strong working knowledge of remote testing capabilities-DS1-DS3 and ethernet testing and repair.
- Lead in monitoring the performance of the network to ensure proper optimization, mitigation of outages, trending of operational issues and reason for outage (RFO).
- Handled difficult and challenging customer inquiries and complaints through audits, escalations and customer care calls.
- Stayed informed of new technology, and educated the team as needed.
- Created schedules and assignments for technical team members.
- Retained NOC team members. Provided support through evaluations, training and development.

**Qwest Communications – Field Operations Supervisor**

March 2006 – March 2010 • Silverthorne, Colorado

Supervised installation and maintenance, Design Services and Cable for the Silverthorne, Dillion, Avon, Vail, Copper Mtn, Keystone, Breckenridge, Minturn and Frisco mountain areas.

- Company representative focused on both the customer and the team. Providing leadership for the team, instilling pride and giving them a sense of being part of a quality driven organization.
- Assisted crew with proper load management, handle any escalation, and anticipate needs and motivational factors.
- Maintained positive customer experience through job coaching, feedback, ride alongs, observation and positive development.

**Qwest Communications - Outside Sales Rep**

October 2004 - February 2006 • Denver, Colorado

Small Business Sales, Business to Business sales and mass market marketing.

**Enterprise Rental Car – Branch Manager**

May 2003 - October 2004 • Golden, Colorado

Day to Day operations car rental branch

**Kelly Cable Corp. – Estimator**

January 2002 - May 2003 • Denver, Colorado

Provided joint coordination and construction of mainline electric, telephone and cable TV facilities for residential subdivisions in Denver Metropolitan area.

**Apex Security Group - Branch Manager**

March 2001 - October 2001 • Silverthorne Colorado

Branch Manager at the Summit County office. Apex was a Critical Technology Solution Company that offered Power, Security and Communications for the Colorado Western Region.

- Provided direction and management to Installation manager, service manager, branch administrator and Project Management on large projects.
- Worked closely with sales associates and product managers to ensure profitability.
- Established branch objectives, work plans, schedules, and ensured resources were available for completion of projects.

### **Qwest Communications - Field Operation Manager**

January 1998 - March 2001 • Denver, Colorado

Field Operation Supervisor- for the Evergreen, Bailey mountain area: Supervising Installation and maintenance crew of 26 people.

- The primary goal: serve as a company representative focused on both the customer and the team.
- Provided leadership for the team, I instilled pride and gave them a sense of being part of a quality driven organization.
- Assisted crew with proper load management, handled any escalation, and anticipated needs and motivational factors.
- I was the first accomplish 100% ECP in the fourteen-state region. As a manager at Qwest, I also oversaw large projects for the company.

### **TCI/Jones Intercable - Field Operation Technician**

October 1996 - January 1998 (1 years 3 months) • Evergreen, Colorado

Sales, Installation, maintenance and locates of a Cable TV system in the Evergreen Area, also in charge of satellite Equipment at the head end.

### **Todd's Satellite Service – Owner/Operator**

September 1984 - October 1996 • Evergreen, Colorado

Sold, built, designed and installed satellite communication equipment. Performed above for residential and installation 1800 Subscriber system.

Commercial customers, with emphasis in the commercial areas. Repaired and maintained such systems on an on-going basis. Specialized services included: V-SAT, C-BAND, KU-BAND, DIRECT-TV, PRIMESTAR, ECHOSTAR, UPLINKS, BROADBAND SYSTEMS, SMAT-TV SYSTEMS, CATV-SYSTEMS, and HOME AUDIO/VIDEO SYSTEM.

### Education

**Education: Pittsburg State University, Pittsburg, KS**  
General Studies, 1983-1984

**Frontenac High, Frontenac Ks**  
High School Diploma, 1982

### Skills

- Excel
- Word
- Computer Skills
- CATV
- Certified Fiber Optics