

## ***Sean Michael Slanina-Wertz***

### **Professional Profile:**

I desire to progress my career in the evolving telecommunications profession, to work with the industry's professional workforce and its dynamic technologies, and to continue to grow my understanding of its business management. To continue to promote Positive Youth Development in my community through a coaching and educational philosophy that is based on research developed Educational Athletics by working and volunteering as an educator and coach in my local youth sports community in order to improve and enrich the lives of parents and children. I have acquired over 25 plus years of telecommunications experience. I served for over twelve years as a contributing member of AT&T's Positive Management and Employee Interaction (PMEI) local steering committee in the Austin market. I owned and managed Earthworks Commercial Contractors, a commercial and residential flooring and remodeling business for over two years. I have also owned and managed the Comal County Red Legs a not for profit Youth Baseball Club that provided camps, instruction, tournaments, and travel baseball opportunities for over fifty families in my community. I have accumulated over 25 years of both paid and volunteer youth coaching experience.

### **Education:**

Associate of Arts in History, Austin Community College 1996

Bachelor of Arts Degree in History and Geography, Texas State University 1998

Master of Arts in Education, Michigan State University 2014

Institute for the Study of Youth Sports Graduate Certification 2014

Phi Kappa Phi National Graduate Student Honor Society

AT&T Elite Managers Certification

AT&T Advanced Technical Knowledge Certification

AT&T Network Safety, Equipment, Operations, and Training Certification

### **Qualifications:**

As an AT&T Systems Technician I managed Special Services network transformation projects such as Fiber to the Cell Site conversions requiring coordinated efforts between management, planners, engineers, construction, contractors, testers, and customers to meet critical due dates and to minimize service interruptions to critical cellular networks. I worked chronic trouble on all services to final resolution when all other maintenance efforts have failed requiring coordination between multiple departments in the chronic circuit resolution process on a regular basis. I independently developed a successful local chronic maintenance methodology to resolve our market's most costly service issues. This process was adopted by management and technicians in wider market areas and has helped to improve our Network Services key performance metrics and results. I have worked with Outside Plant Engineers, Management, Planners, and customers to advise and recommend cost effective solutions for new circuit construction and installation turn-ups. I performed critical management duties across departments for leadership such as daily work load out, service escalations, and the planning and direct coordination of essential due date completions in the absence of a Local Field Operations Manager..

As an AT&T Network Services Manager, I have coached, lead and developed groups of Customer Service Technicians in achieving performance and quality objectives associated with the AT&T Core Installation and Maintenance and the Service Delivery and Assurance organizations. As a member of these teams, I have supervised subordinates who have engaged in the installation, rearrangement, removal, and/or repair of station inside wiring terminals in connection with services. I have also been responsible for managing the installation, repair, and testing of network terminating equipment at the customer premise and have handled customer escalations, have regularly interacted with other work groups to ensure timely resolution of service issues, and have lead service improvement teams as assigned.

My management responsibilities have also included serving as duty supervisor and ensuring a professional demeanor is maintained across the work group. I have demonstrated and possess strong performance management and confrontation skills in order to deliver a consistent message of performance expectations. I have used performance evaluation through the use of quality and safety observations and ride-with exercises as well as coach and mentor technicians on the changing competitive environment, new technical practices, and customer contact skills. I have scheduled force appropriate to workload and have analyzed previous workload trends to make necessary adjustments.

My management positions have been responsible for contributing to AT&T's compliance with environmental laws and regulations as applicable to its job functions. This has included, but was not limited to, work related to fuel tanks, emergency and stand-by generators, boilers, hazardous waste, hazardous materials, batteries, manholes and vaults, water wells, linear and other construction projects, water discharge, or air emissions.

### **Employment:**

1985-1986 Austin Telephone Services-Cable Puller

1986-1992 Central Texas Communications-Installers Helper

1988-1991 Austin Slam Baseball-Coach and Instructor

1993-1998 Show Place 6 Movie Theatre-Projection Booth Manager

1998-2007 AT&T-Customer Services Technician

2007-2009 Owner Earthworks Commercial Contractors

2007-2012 AT&T-Systems Technician

2009-2012 Owner Comal County Red Legs Baseball Club

2012-2013 CenTex Prospects Baseball Academy-Coach

2011-2013 Freiheit Generals Select High School Baseball-Assistant Coach

2012-2013 AT&T Network Services Manager Core Installation and Maintenance

2013-Present AT&T Network Services Manager Service Delivery and Assurance

**Achievements:**

1990 Awarded Super Senior Award Sydney Lanier High School

1990-1992 Baseball Scholarship McClennen Community College

1990-1991 Texas Junior College Baseball Coaches All-Star Team

1992-1993 Baseball Scholarship Texas Tech University

1993 Member TEAM USA Baseball

1993 World Baseball Championships Chihuahua, Mexico

Member of the Little League Baseball Coaches Registry

Kid's Sports Network Certified Coach

Team USA Football Certified Coach

YMCA Volunteer Coach

Optimist Club of America Volunteer Coach

**References:**

Available upon request