

Beverly S. Boyd
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Career Summary

- ❑ Over 30 years customer service experience in an office environment
- ❑ Inbound Call center experience
- ❑ Project Manager experience
- ❑ Internal Auditor experience
- ❑ Knowledge of State and Federal Tariffs/OBF/ASOG/LSOG/Interconnection Contracts
- ❑ Trainer (Instructor and Web based) /Curriculum Developer Experience
- ❑ Ability to multitask and complete assignments with attention to detail and accuracy.
- ❑ Ability to adapt quickly to new policies and procedures.
- ❑ Able to perform multiple tasks simultaneously, i.e. communication, document processing and computer usage.
- ❑ Team player with excellent written and verbal skills.
- ❑ PC experienced in Windows MS Office Suite (Word, Power Point, Excel, Access), Visio, Lotus Notes, Outlook, Legacy Systems (EXACT, CABS, Metasolv, WISOR, Remedy), writing in HTML format, Dreamweaver, Adobe Acrobat, Photoshop, Information Mapping,

Work Experience

United Information Technology

02/08-4/09

- Team Lead for five Consultants to create training curriculum for ordering and billing processes of Access Services (Specials, Switched, Wireless, CLEC, Voice Grade, Digital, Hicap, Fast Packet, SONRT, VOIP, Collocation) for old and new systems at FairPoint Communications.
- Conducted 4 weeks of classroom training for ASR (access service request) and LSR (local service request) in Portland, Maine and London, Canada for ordering and billing.
- Provided several months of floor support to call center representatives for ordering and billing in Portland and Canada.
- Conducted requirement gathering and testing of new, change, and disconnect orders within FairPoint's new systems.
- Created job aids and training material for employees after training was rolled out.
- Also within same contract developed classroom training material for switched access services on order and billing for Verizon New York.

Level 3/Broadwing

06/06-02/08

- Processed Agent originated Enterprise Orders
- Was accountable for meeting sales objectives
- Conducted Level 3 standards such as customer satisfaction, established productivity, call handling time, call work time, order quality, billing accuracy and maintaining attendance objectives
- Ensured orders and adjustments were accurate and complete and follow-up promptly on any commitments made during the contact

United Information Technology

01/05-02/06

Developed classroom training curriculum on access services (switched and specials) for a new ordering and billing system at Verizon. Courses created within Information Mapping for classroom led classes. Conducted instructor led pilot class and “Train the Trainer” class. Also provided testing of new, change, and disconnect orders within the new system.

Wolcom

8/04-01/05

Order Specialist to provide ordering and billing assistance to CLECs and Wireless Providers for Verizon SONET products. Perform billing audits on all existing SONET accounts for Verizon which resulted in many revenue increases/decreases for Verizon. Processed SONET orders received from client into Verizon ordering, provisioning, and billing systems.

Verizon Communications

1978-2003

Ordering and Billing Specialist, Irving, Texas

1998-2003

Projected managed national projects with a cross-functional support team to develop and implement project plans for new products, gathering and writing order, billing, and system requirements, and establishing training material.

HQ staff support for two large call centers for Access Service. Provided Methods and Procedures for various Access Service products such as Voice, Data, DS1, DS3, Switched, SS7, SS7 Offnet, SS7 Links, Sonet, E911, Frame Relay, ATM, Co-Location, VoIP, WATS, and FGA for IXC, Wireless, CLEC, and ISP Providers. Created detailed “How-To” ordering and billing procedures for various products using HTML code in Dreamweaver, with order examples and graphic designs, and documentation was published to an Intranet website for the call centers daily use.

Quality Control Coordinator, San Angelo, Texas

1995-1998

Performed audits of Access Orders on a national basis for a large incoming call center, assisted with the development of audit procedures for ordering and billing, and assisted with ISO 9000 registration/procedures. Audited CABs billing errors over 6 months old and advise how to correct and prevent same errors in the future.

Advised quality improvements for call center environment for ordering and billing.

Access Ordering Representative, San Angelo, TX 1993-1995
 Processed large volume of Access ASRs for new and existing wholesale market customers in an inbound call center. Followed-up on billing to CABS and cleared any errors in a timely manner.

Special Services Representative, Norwalk, CA 1986-1993
 Worked in an inbound call center with Internal and External Customers to process Orders for Wholesale Market customers. Worked on projects to implement new system and clear billing errors.

Worked on a year long project conducting an internal audit on over 50,000 residential and business accounts for accurate billing. I met the deadline and cleared up over 15,000 errors.

Prior to 1986, positions within Verizon (fGTE) included Residential Representative, Billing Representative, Business Representative, and Special Access Representative. Answered inbound calls from resident and business customers for new installations, moves, and disconnect of their local exchange telephone service.

Education

Dallas Baptist University, Dallas, Texas
 BA- Business Degree still in progress

On the job training (instructor led and self-taught):

Customer Representative – 10 weeks (instructor led)
 Business Representative- 8 weeks (instructor led)
 Access Service Certified- 180 hours (self)
 HTML formatting- 1 week (instructor led) used daily
 MS Word I, II, and III- 3 weeks (instructor led) (used daily)
 Excel I and II- 2 weeks (instructor led) (used daily)
 Power Point- 1 week (instructor led)
 Access I- 1 week (instructor led)
 Information Mapping- 1 week (instructor led) Used daily
 Problem Solving- 1 week (instructor led)
 Project Manager- 2 week (instructor led)
 Lotus Notes- 1 day (instructor led) used daily
 Yearly ethics class- 1 day (instructor led)
 Design for the WEB using Dreamweaver MX – College class