

## **DELROSE EDWARDS**

**370 Jennings Avenue**

**Bridgeport, CT 06610**

**(646) 660-1053**

**Email: constit6@aol.com**

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### **PROFILE:**

Over twenty years of professional experience in the telecomm/voice mail/switchboard operations field in a Supervisor, help desk support and troubleshooting role.

### **QUALIFICATIONS:**

- Excellent knowledge of state-of-the-art systems.
- Outstanding troubleshooting, problem diagnostics and problem resolution skills.
- Effective relationship management skills used to address the needs of internal and external customers.
- Strong advocate of teamwork, performance excellence and continuous improvement.

### **WORK EXPERIENCE:**

1986 - 2008

**FRIED, FRANK, HARRIS, SHRIVER & JACOBSON, ESQ'S, a global law firm with over 1,000 Attorneys, New York, NY**

#### **TELECOM ANALYST**

- Functioned in a problem diagnostic, troubleshooting and programming role for sets and CallXpress voice mailbox's for a staff of 1,000.
- Programmed and installed telephone and voice mail for new associates and summer/intern staff.
- Handled the programming of softphones for use by remote desktop users.
- Performed programming for Cisco, CCA help desk applications.
- Set-up teleconferencing and served as a primary teleconferencing resource.
- Served as vendor liaison and facilitated invoice processing and payouts.
- Maintained and updated Excel database of all vendors.
- Provided input into budget preparation.
- Functioned as a solutions provider to increase value to business units/internal customers.
- Established customer-focused partnerships with telecom users, sharing ownership and accountability for shared goals.

#### **SUPERVISOR, Telecomm & Dispatch Departments**

*1994 - 2006*

- Supervised a staff of telephone operators and internal car dispatchers including staff scheduling, tracking and evaluations.
- Oversaw the dispatch for over 100 vehicles.
- Ran switchboard operations for entire legal and administrative staff.
- Developed schedules with a focus on peak and off-peak coverage.
- Functioned in a troubleshooting capacity to address system/telecomm down time.
- Used goal setting and performance metrics to track and monitor staff productivity and quality.
- Facilitated team meetings to build enthusiasm and support for achievement of continuous improvement objectives.

### **EDUCATION:**

**FASHION INSTITUTE OF TECHNOLOGY, New York, NY**

***Associates Degree Program in FASHION DESIGN/BUSINESS MANAGEMENT***

**DURHAM COMMERCIAL COLLEGE, Kingston, Jamaica**

***Majored in BUSINESS COMMUNICATIONS***

*References available upon request*