

# Carrye Bibby

Telecommunications Specialist

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## Education

**Bachelor of Science  
in Telecommunications  
Engineering at California  
State University, Long Beach**

Sep 2018 - May 2022

Relevant Coursework: Network Theory, Digital Communications, Wireless Systems, Signal Processing, Telecommunication Networks, Fiber Optic Technologies, Microwave Engineering, Electromagnetic Fields, and Telecommunication Regulation.

## Links

[linkedin.com/in/carryebibby](https://www.linkedin.com/in/carryebibby)

## Skills

VoIP Expertise

SIP Trunking

Fiber Optics

LTE Networks

MPLS Protocols

Network Security

SD-WAN Solutions

## Languages

English

Russian

## Profile

Dedicated Telecommunications Specialist with 1 year of experience in implementing and optimizing telecommunication systems. Proficient in network configuration, troubleshooting, and performance enhancement. Demonstrated ability to work effectively in fast-paced environments, collaborating with cross-functional teams to ensure seamless communication and connectivity. Adept at balancing technical expertise with excellent customer service skills to consistently deliver high-quality solutions.

## Employment History

### Telecommunications Specialist at AT&T California, CA

Feb 2023 - Present

- Successfully managed the installation and maintenance of over 2,000 telecommunication devices across California, resulting in a 95% customer satisfaction rate and a 10% reduction in service call wait times.
- Implemented a comprehensive training program for 50 new technicians, leading to a 30% increase in the team's overall efficiency and a 20% decrease in average resolution time for service calls.
- Led a team that conducted a large-scale network upgrade for AT&T California, increasing bandwidth capacity by 50% and improving network reliability for more than 1 million customers.
- Streamlined internal processes for troubleshooting and resolving technical issues, resulting in a 25% reduction in the number of repeat service calls and a 15% increase in overall customer satisfaction ratings.

### Telecommunications Analyst at Verizon California, CA

Sep 2022 - Jan 2023

- Successfully reduced network downtime by 30% in 2019 through proactive monitoring and efficient troubleshooting of network issues, leading to increased customer satisfaction and reduced complaints.
- Implemented cost-saving measures that resulted in a 20% reduction in operational expenses for the fiscal year 2018-2019, by identifying inefficiencies in the existing processes and optimizing resource utilization.
- Oversaw the successful integration of a new VoIP system for over 500 employees across Verizon California branches in 2020, which improved internal communication and reduced telephony costs by 25%.
- Led a cross-functional team to complete a comprehensive network infrastructure upgrade for 50 client sites in 2017, resulting in a 40% improvement in network performance and a 15% reduction in maintenance costs.

## Certificates

### Certified Telecommunications Network Specialist (CTNS)

Jun 2021

INARTE Telecommunications Engineer Certification