

# CLIFFORD J. KURKOWSKI

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## **BUSINESS MANAGEMENT... PROJECT DEVELOPMENT...**

*An accomplished professional with the proven ability to implement strategies that produce positive results seeks to apply education, experience and skills toward the growth of a progressive organization.*

**INTERPERSONAL SKILLS:** Develop relations of trust with clients, staff and management. Motivate teams toward common goals, providing meaningful feedback for improvement. Make difficult decisions to achieve desired results. Established reputation for integrity and efficiency.

**ORGANIZATIONAL SKILLS:** Manage multiple tasks within high-pressure environments while focusing on details and ensuring quality standards. Elicit input and coordinate involvement of multiple parties. Utilize resources to meet goals while both reducing costs and increasing operational efficiency.

**ANALYTICAL ABILITIES:** Determine most viable approach to projects through surveying available data and comparing strengths and weaknesses of options. Predict potential problems and implement preventive measures. Develop creative strategies while observing established procedures.

**TECHNICAL SKILLS:** Proficient in Windows and Mac platforms; utilize Quark XPress, Inposition, Pagemaker, Photoshop, Word, Access, WordPerfect, Lotus Notes, Lotus Ami Pro, Illustrator, Agfa Imagesetter, Clarify, AT&T's ICORE, IPAT, SOTS, TIRKS, USRP, EFMS and HTML.

**LANGUAGES:** Basic skills in Russian, Spanish and French. Extensive travel to locations including U.K., Russia and Philippines.

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## **PROFESSIONAL EXPERIENCE**

**AT&T – Piscataway, New Jersey / Chicago, Illinois** 1999 to Present

### **Operations Manager / Executive Escalation Manager**

For rapidly expanding, technologically progressive company, oversee provisioning projects for implementation of MIS and IP services. Supervise team, delegating responsibilities and monitoring progress. Meet daily with Vice Presidents to review priority orders; resolve escalations for all levels of management. Coordinate order provisioning with centers in Georgia, California, New Jersey and New Hampshire. Confer with upper management teams of local exchange companies to negotiate project specifications and deadlines. Ensure readiness of sites and delivery of equipment. Prepare daily project management spreadsheets, weekly reports of escalation and customer disconnect turnaround time and monthly flow charts for escalation volume.

- **Recognized as Role Model in Leadership in performance reviews for three consecutive years, AT&T's highest recognition.**
- **Retained accounts totaling as much as \$100 million through ensuring deadline achievement. Elicited as much as \$50 million in new business through promptly facilitating client needs.**
- **Received commendation for exceptional service within deadlines for clients such as Detroit Tigers, Raytheon and various Fortune 500 companies.**
- **Achieved multiple Vice President awards for customer service, including Executive Team Award.**
- **Initiated multiple groups to increase efficiency and service quality, including Order Receipt Team, Disconnect Orders Team, College Intern Program and Provisioning Team.**
- **Participated in launch and promotion of 30-day provisioning initiative for DS1 lines.**
- **Collaborated with three major national accounts to establish data T1 footprint without interruption in operations.**
- **Developed processes for management of Local Access Combo double bill orders.**
- **Instituted 25-48-hour escalation paths for AT&T Sales Team and vendor negotiation.**

**SITEL CORPORATION – Madison, Wisconsin**

1998 to 1999

### **Operations Manager (1998-1999)**

Instrumental in development of order provisioning processes for incubation of AT&T's MIS products as technical support contractor. Supervised provisioning and maintenance; trained new staff in procedures. Delivered daily productivity reports to AT&T for each team member, detailing information such as order volume, cycle duration and revenue. Developed emerging markets before rollout to sales staff and customers. Interfaced regularly with Sitel's Vice President of Operations as well as AT&T's Division Manager and Customer Service and Emerging Markets Sales departments. Monitored orders to ensure achievement of deadlines and quality standards.

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## Operations Manager (Cont.)

- Generated monthly average of \$10 million in AT&T provisioning services, consistently achieving or exceeding revenue target.
- Promoted to position within nine months of hiring; assumed positions of progressive responsibility.
- Coordinated with AT&T staff to create new processes for emerging markets products as well as development of training procedures.
- Maintained consistent productivity cycle rate at 97%, surpassing target of 95%.

## Implementation/Project Manager (1998)

Interfaced with customers to elicit requirements for networks and provision into data centers in Chicago and Piscataway, New Jersey. Fielded customer support calls, troubleshooting equipment issues for clients through District Manager level. Coordinated with AT&T in development of provisioning process. Closed orders within 30-day cycle time and initiated billing.

- Consistently earned recognition from AT&T for on-target performance time of orders.
- Maintained 98% efficiency rate for life cycle of orders.

FIRST MADCO / ROCKY ROCOCO'S -- Madison, Wisconsin

1997

## Restaurant Manager

Oversaw daily operations of family-owned pizzeria chain. Interviewed, trained, scheduled and managed employees. Delegated responsibilities, coordinated workflow and ensured optimal facility conditions. Monitored and maintained inventory. Managed vendor relationships, executing orders with considerations of demand and cost. Prepared daily, weekly and monthly revenue reports as well as labor cost percentage reports. Performed all accounting, bookkeeping and payroll functions.

- Recruited to turn around problematic location, restructuring staff and implementing measures to increase revenue percentage to profitability.
- Consistently achieved or exceeded daily target of \$5,000 in sales.
- Ranked within highest producing stores in region for regularly exceeding monthly sales projections.

DOCUMENTATION, LLC -- Eau Claire, Wisconsin

1997

## Desktop Publisher and Designer

Created and typeset documents using Photoshop, Pagemaker and Quark on Mac platform for graphics design firm producing journals, magazines, newspapers and books. Interfaced with sales staff as well as clientele from academic, medical, legal and business professions to ascertain project specifications and report progress.

- Received acclaim for exceptional design quality of multiple books and magazines.

BLACK GRANITE PUBLICATIONS -- Eau Claire, Wisconsin

1994 to 1997

## Managing Editor and Designer

While pursuing Master's degree, created magazine and corresponding web site (256 Shades of Grey) to publish poetry, short stories, lyrics and commentaries. Supervised staff in preparation of between 60 and 100 pages per month as well as distribution throughout Eau Claire region. Elicited works from renowned writers. Secured advertising from area businesses. Additionally, designed brochures, flyers, resumes and other local marketing products.

- Achieved considerable praise from multiple poets as well as recognition in local newspapers for quality of publication. Magazine's web version received over 10,000 hits per month.

EAU CLAIRE PRESS COMPANY -- Eau Claire, Wisconsin

1995 to 1996

## Composer and Paginator

Designed layout for Leader-Telegram and Country Today daily newspapers. Utilized applications to edit and adjust quality of images, ensuring readiness for print. Typeset content of front page, advertisements (local and national) and obituaries sections.

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## EDUCATION AND PROFESSIONAL TRAINING

UNIVERSITY OF WISCONSIN-EAU CLAIRE -- Eau Claire, Wisconsin

### Master of Arts in English

- Graduated with Honors; Member of Sigma Gamma Zeta II Honor Society.

STATE UNIVERSITY OF NEW YORK-STONY BROOK -- Stony Brook, New York

### Bachelor of Arts in English with Theater Arts minor

COMPLETED ADDITIONAL TRAINING IN PROJECT MANAGEMENT AND LEADERSHIP

- Professional references available upon request -