

Scott Dunn

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Communications and operations professional with 21 years of experience in the telecommunications industry. Comfortable with public speaking, collaborative development, and managing multiple projects while meeting challenging deadlines. Technology driven, strategic partnership builder, technical minded, and known for meeting goals. Experienced in consulting on projects and looking for proactive solutions to tomorrow's problems.

EXPERIENCE

Assistant Manager - Technical Support and Device Engineering Nov 2021 - Present Carolina West Wireless, Wilkesboro, NC

- Launched several cross-departmental digital products from cradle to grave in the last 12 months that will drive revenue and decrease operating expenses for the next decade.
- Optimized the trouble ticket process which drove close time down from 2.14 days to less than 24 hours per ticket.
- Completed fixed wireless migration to save \$2 million dollars in revenue in the last quarter of 2022.

Device Engineer Sep 2012 - Nov 2021 Carolina West Wireless, Wilkesboro, NC

- Collaborated with multiple departments to streamline fixed wireless field installations allowing the organization to save \$300 per install.
- Designed efficient testing procedures that allowed incoming devices to be tested and approved within one week. Previous run rate was over three weeks.
- Created an end-to-end inventory tracking system to prevent loss of devices saving \$10,000/year on average.

Tier 2 Specialist / Distribution Jan 2010 - Sep 2012 Carolina West Wireless, Wilkesboro, NC

- Brought issue resolution time by roaming partners down by 62%.
- Created trouble ticketing process that saved customer facing representatives 3 minutes and 22 seconds on average during interactions with customers.
- Created departmental wiki for knowledge repository and dropped call times by more than 2 minutes for highly technical issues.

Sales Representative Jun 2007 - Jan 2010 Carolina West Wireless, Wilkesboro, NC

- Most sales in a single month in company history with over 115 activations in one month.
- Maintained a 67.5% accessory or add-on sales rate during my tenure.
- Ensured shrinkage remained under 1% during my tenure.

Supervisor - One Bill Apr 2001 - May 2004 TeleTech, Topeka, KS

- Created and improved operation processes for the One Bill department that helped solve customer related billing questions 5% on average per month.
- Lead a team of 15 that was the only team to have each member achieve 100% QA scores in a month.
- Decreased allowance for credit losses by 12% on average year over year.

SKILLS

Expert in: Communication, Presentation, Business Strategy, Product Management, Word, PowerPoint, Content Management Systems, Process Improvement, Analysis, Technical Support, Troubleshooting, Collaboration

Intermediate in: Project Management, Social Media, Risk Control, Excel, Customer Service, Account Management, Project Consultation

EDUCATION

Master of Science (M.S.) - Information Technology Management

Western Governors University, NC

Bachelor of Business Administration (B.B.A.) - Business Administration

Western Carolina University, NC

- Graduated Summa Cum Laude
- Minor in Management

Bachelor of Business Administration (B.B.A.) – Business Law

Western Carolina University

- Graduated Summa Cum Laude
- Minor in Management

Associate of Arts (A.A.) - Business Administration

Caldwell Community College and Technical Institute, NC

- Graduated with Honors