






Scott Dunn

Manager - Technical Support & Device Engineering

CONTACT

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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, NC

- Graduated Summa Cum Laude
- Minor in Management

Associate of Arts (A.A.) - Business Administration
Caldwell Community College and Technical Institute, NC

- Graduated with Honors

AREAS OF EXPERTISE

Telecommunications Management | Technical Support Leadership | Device Engineering | Sales and Revenue Optimization | Product Development | Fixed Wireless Technology | Cross-Functional Team Leadership | Customer Experience Improvement | Issue Resolution | Vendor Collaboration | Process Optimization | Inventory Management | Digital Product Launch | Technology Integration | Strategic Partnerships | Operational Efficiency | Project Management | Profitability Enhancement | Technological Advancements | Rural Broadband Deployment

PROFILE SUMMARY

Dynamic and results-driven telecommunications professional with over 21 years of extensive experience in technical support, device engineering, and sales within the telecom industry. Proven track record of leading cross-functional teams, driving technological advancements, and optimizing operational efficiencies to enhance profitability and customer satisfaction. Skilled in managing large-scale projects, implementing innovative solutions, and fostering strategic partnerships. Adept at spearheading initiatives that bridge technology gaps and deliver cutting-edge services to underserved markets. Seeking a Director role to leverage comprehensive industry expertise and leadership acumen to drive organizational growth and innovation.

WORK EXPERIENCE

Manager - Technical Support and Device Engineering

Carolina West Wireless, Wilkesboro, NC | Feb 2024 – Present

- Spearheaded the deployment of Fixed Wireless Internet to rural communities, overseeing 11 contracted installers.
- Led technological advancements for next-generation handsets in collaboration with key vendors.
- Integrated international roaming services into the product portfolio, generating a 30% profit share.

Assistant Manager - Technical Support and Device Engineering

Carolina West Wireless, Wilkesboro, NC | Nov 2021 – Feb 2024

- Directed the successful launch of multiple cross-departmental digital products, enhancing revenue streams and reducing operating costs for the next decade.
- Optimized the trouble ticket resolution process, reducing average resolution time from 2.14 days to under 24 hours.
- Executed a fixed wireless migration project, saving \$2 million in revenue in Q4 2022.

Device Engineer

Carolina West Wireless, Wilkesboro, NC | Sep 2012 – Nov 2021

- Streamlined fixed wireless field installations, saving \$300 per install through cross-departmental collaboration.
- Innovated testing procedures, reducing device approval time from three weeks to one week.
- Developed an end-to-end inventory tracking system, preventing device loss and saving \$10,000 annually.

Tier 2 Specialist / Distribution

Carolina West Wireless, Wilkesboro, NC | Jan 2010 – Sep 2012

- Improved issue resolution times with roaming partners by 62%.
- Implemented a trouble ticketing process, saving customer service reps over 3 minutes per interaction.
- Established a departmental knowledge wiki, reducing call times for complex issues by more than 2 minutes.

Sales Representative

Carolina West Wireless, Wilkesboro, NC | Jun 2007 – Jan 2010

- Achieved record-breaking sales with over 115 activations in a single month.
- Maintained a 67.5% accessory or add-on sales rate.
- Ensured shrinkage rates remained under 1% throughout tenure.