

RICHARD (RICH) ELDER

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📞 214-604-0090

📍 Phoenix AZ

SUMMARY

Seasoned and visionary Senior Manager with a distinguished record of leadership and organizational advancement. Acknowledged for strategic foresight, adept problem-solving, and cultivating collaborative environments to realize objectives. Proficient in adeptly managing teams, optimizing processes, and ensuring project excellence within defined parameters. Seasoned in stakeholder engagement and spearheading innovative initiatives. Committed to fostering excellence and perpetual advancement.

SKILLS

- Leadership
- Communication
- Strategic Planning
- Risk Management
- Quality Assurance
- Time Management
- Conflict Resolution
- Change Management
- Vendor Management
- Stakeholder Management
- Continuous Improvement
- Budgeting and Financial Management

EXPERIENCE

1/2023 – 5/2024

Senior Project Manager, Arizona State University (Sun Corridor Network), Phoenix

- Led the PM efforts for the \$35M Maricopa County digital equity grant initiative aimed at bridging the digital divide by implementing broadband internet solutions
- Collaborated on start-up operations and new product development with new sales and engineering team
- Evaluated and implemented cutting-edge tools and processes, including Asana and Google Suite enhance project efficiency and effectiveness
- Provided leadership for a multi-million-dollar proposal in collaboration with the City of Phoenix Housing, providing managed Wi-Fi services to over a thousand residents across 32 buildings.

07/2019 - 12/2022

Senior Manager, Global Service Delivery & Enterprise Customer Service, Verizon, Phoenix, Dallas

- Collaborated with senior leaders in a matrix environment to strategically drive business results through effective project management methodologies
- Utilized automation and journey mapping techniques to implement transformative changes, enhancing end-to-end customer experiences
- Conducted root-cause analyses to identify systemic issues and develop comprehensive action plans for holistic improvements, ensuring sustained business success
- Led cross-functional teams to manage post-sales relationships, exceeding customer expectations and ensuring adherence to SLA compliance, service delivery, repair, billing, and overall account support standards
- Govern CSAT and NPS survey programs and develop Service Improvement Plans as needed.

11/2006 - 06/2019

Service Delivery Manager, Onboarding & Network Activations, XO Communications, Dallas

- Spearheaded dynamic team overseeing customer support and technical activations, focusing on Ethernet and MPLS/VPLS networks, demonstrating adept leadership as Senior Project Manager
- Pioneered development and integration of best practices, ensuring smooth transition to new technologies, thereby enhancing operational efficiency and service excellence
- Orchestrated meticulous project management strategies, guaranteeing timely delivery of customer orders, often surpassing deadlines, through detailed task-level supervision and coordination
- Proficiently liaised with clients and executives, adeptly communicating project dependencies and status updates, while swiftly resolving issues to optimize customer experience, resulting in frequent promotions and recognition of outstanding performance.

EARLY CAREER

- Nortel Networks - Held role as Customer Support Manager
- Experian - Served as Senior Telecommunications Manager
- AT&T Wireless Services - Excelled as Operations Director
- MCI Telecommunications - Distinguished tenure as Project Manager, Provisioning Manager, Traffic Engineer
- Contract Assignments - Demonstrated expertise in Sales Operations and RFP Technical Writing

EDUCATION AND TRAINING

Master of Business Administration (In Progress)
West Texas A&M University

BSBA: Computer Information Systems
Northern Arizona University

CERTIFICATIONS

- PMP (Project Management Professional)
- ITIL4 Foundations (3 courses completed towards Managing Professional certification)

PROFESSIONAL ACCOMPLISHMENTS

- Spearheaded Agile-driven automation initiatives, yielding significant vendor cost savings.
- Established a standardized forecasting model to measure and exceed monthly revenue goals.
- Collaborated with Carrier clients to optimize network capacities and redundancies.
- Vigorously defended against multi-million-dollar service claims through meticulous contract governance.
- Orchestrated transformation of Network Center with US-based vendor support before transitioning operations offshore.
- Led customer digital transformations, aligning technology with organizational objectives to enhance user experiences and operational efficiencies.
- Proficiently conducted complex traffic analysis, trend forecasting, provisioning planning, and meticulous plan vs. actual reporting.
- Spearheaded First Office Application testing for new software implementation within a major outsourcing contract.
- Orchestrated seamless network conversion of major private line data network to an IP-based cloud infrastructure.
- Developed comprehensive requirements for sales operations metrics and reporting and fostered robust international business relationships across Europe and Asia.

SERVICE EXPERIENCE

Company Grade Officer, Top Secret, Enlisted and selected for Officer Candidate School, specializing as Communications Officer. Held roles including Watch Officer and Battalion Communications Officer, providing tactical and technical C3i support to operational forces within the 1st Marine Division, 5th MEU, and 4th Marine Division. Promoted to Captain in Marine Reserves before honorable discharge in 1991.

CIVIC LEADERSHIP

- Toastmasters-Project Masters Club: Board of Directors
- Allen Chamber of Commerce: Chairman, Allen Technology Council
- Allen Soccer Referee Association: Vice President
- International Football Academy: Co-Founder & President
- Texas Competitive Soccer Club: Director of Development
- City of Allen, Parks & Recreation Department: Advisory Board Member (City Council Appointment)
- City of Allen, Parks and Recreation Capital Improvement Program: Selected for Service - Citizen Subcommittee
- Allen Sports Association: Board Member
- City Hotel Occupancy Tax Program, Allen Economic Development Corp.: Tournament Grant Award Winner
- Community Development Corp.: Proposal Leader securing \$2.5M for the development of new 100-acre Celebration Park
- Community Leader: Successfully led the "Say Yes To Allen" campaign, resulting in the approval of a \$52M Bond Election
- Allen Independent School District: Substitute Teacher in an exemplary rated district