

Louis Feinberg

Email: lfeinberg@yahoo.com

Professional Resume

A Career In Customer Satisfaction

I have 15 years experience in the IT industry. Each element of my work experience is focused on increasing customer satisfaction and the provision of IT support. I have managed engineers, trainers, and escalation managers for five + years. I possess a strong work ethic and believe in putting the customer and company first. I am able to furnish references from each position I have held.

Employment History:

Sun Microsystems Inc.

Product Technical Services – San Diego, California

Position: *Certified Sigma Black Belt (acting Master Black Belt)*

Duration: 10/29/01 – Present

Key Responsibilities:

- Mentoring Sigma Black Belts, Green Belts, and Project Managers
- Responsible for Sigma financial delivery and tracking
- Oversight of Product Technical Support organization's Sigma projects and initiatives
- Ensuring success of Six Sigma implementation
- Deployment of new quality tools and methodologies

Cisco Systems Inc.

Customer Advocacy – Irvine, California

Position: *Support Delivery Manager*

Duration: 6/1/2000 – 10/28/2001

Key Responsibilities:

- Responsible for 25+ million dollar customer support relationship
- Contract writing and negotiating
- Provide situational crisis management to strategic Cisco customers
- Act as single point of contact for all professional services engagements
- Responsible for coordination of escalation activities to ensure prompt resolution of critical customer issues
- Customize technical services offerings to ensure customer satisfaction

Novell Inc.

Worldwide Support Services – Provo, Utah

Position: *Global Resolution Manager*

Duration: 7/15/1999 – 5/30/2000

Key Responsibilities & Achievements:

- Management of global, technical engineering team (10) in (Europe, Asia-Pacific, California, Utah)
- Manage operating budget of 1 million + Dollars
- Global situational management of Novell critical customer issues
- Researched and designed support business model for India Support Center
- Managed Novell development resources to expedite resolution of critical customer issues.
- Managed corporate quality team through continued ISO 9001 accreditation of Worldwide Support Services
- Designed processes and procedures to streamline workflow, and reduce service costs.
- Management of corporate web based business planning and reporting for Global Resolution Team
- Coordinated all corporate communication with geographic support center vice presidents
- Provided regular, on-site corporate interface, with strategic international customers

European Support Center – Dusseldorf, Germany

Position: *European Support Manager – Escalation Team*

Duration: 9/29/1997 – 7/14/1999

Key Responsibilities & Achievements:

- Managed Escalation Team engineers (34) in (Germany, Netherlands, England)
- Managed operating budget of 3.5 million + Dollars
- Managed incident escalation process for the Novell European Support Center
- Managed escalation resources to improve customer satisfaction in EMEA (decreased Prognostic gap scores by 60%)
- European TSANET management representative
- Participated in Novell EMEA ISO accreditation process.
- Managed customer contracts and service levels
- Developed web based business planning and reporting for European Support Center – Escalation Team
- Regularly managed European Support Center during Director's absence (100+employees and managers)

World Wide Support – San Jose, California
 Position: *Product Planning Manager – Novell Management Products Division*
 Duration: 9/1/1996 - 9/28/1997

Key Responsibilities & Achievements:

- Managed product pre-release process & support
- Championed customer support issues to development business unit
- Coordinated internal support training for Novell network management products
- Developed reporting and metrics on shipping products to drive improvement in future releases
- Management of beta process
- Management of Quality Assurance product acceptance process
- Management of global product message communication

Novell Technical Services - Provo
 Position: *Technical Support Engineer II*
 Duration: 7/29/1995 – 8/1/1996

Key Responsibilities & Achievements:

- Resolution of critical Novell customer issues
- Mentoring and training on management products
- Management of the escalation process to development
- Management of the issue prioritization process to development
- Managed 1 million dollar + lab resources

Apria Healthcare

Management Information Systems
 Position: *LAN/WAN Analyst – Team Lead*
 Duration: 6/1/ 1993 - 7/28/1995

Key Responsibilities & Achievements:

- Managed 2000+ node WAN implementation
- Managed roll-out of new field installations
- Provided leadership and training to engineers
- Designed WAN architecture
- Developed and maintain network standard
- Coordinated purchasing of network hardware and software
- Developed metrics and reporting on network performance
- Coordinated on-site network support to field offices
- Managed corporate relationship with partners and vendors

Coram Healthcare

Management Information Systems
 Position: *Training & Support Supervisor*
 Duration: 7/27/1990 - 5/29/1993

Key Responsibilities & Achievements:

- Managed helpdesk and training personnel
- Managed \$500,000 operating budget
- Developed training standards
- Designed call tracking procedure, purchased call tracking system (phone & software)
- Managed corporate relationship with partners and vendors
- Developed customer satisfaction reporting

Honorable Mention & Service Awards	Education History & Certification
Cisco – Appreciation Award 2001	University of Phoenix
Cisco – Appreciation Award 2001	Pasadena City College
Cisco – Appreciation Award 2000	Alhambra High School
Novell – Special Tribute Award 2000	Cisco - Personalysis
Novell – Special Tribute Award 1999	Novell – Certified NetWare Administrator 3.12
Novell – Employee of the Year 1998	Novell – Certified NetWare Administrator 4.11
Novell – Special Tribute Award 1997	Novell – Certified NetWare Engineer
Novell – Employee of the Quarter 1997	Novell – Increasing Customer Satisfaction
Novell – Extra Mile Award 1997	Novell – Kepner Tregoe (Problem Solving Decision Making)
Novell – Special Tribute Award 1996	Novell – Foundation Management Series
Novell – Service Award 1995	Novell – Building a Learning Organization
Apria Healthcare – Service Award 1994	Novell – Building a Market Focused Organization
Coram Healthcare – Employee of Quarter 1993	Novell – Managing Within the Law
	Novell – Coaching Skills
	Novell – Facilitation Workshop
	Apria – Team Building Workshop
	Coram – Project Management