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My skills, character, and integrity, coupled with my career aspirations make me a perfect fit this position.

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## **Xfinity**

Shreveport, La

Dec 2006-Present

Technical Operations Manager – Shreveport/Monroe, La.

### **Supervisor Training:**

- Raising the Performance Bar (Supervisors).
- Launch: Onboarding Frontline Leaders S1/S2
- Excellence in Supervision
- Supervisor Safety

### **Jan 2019 – Present**

Technical Operations Manager of North Louisiana (Shreveport/Monroe), as part of The tech ops team I work closely with interdepartmental peers by cross collaborating to ensure North Louisiana Operations customer base needs met. Growing and retaining the customer base by providing the community with the #1 product, customer service.

### **Jan 2015 – Jan 2019**

Technical Operations Supervisor, as part of the Tech Ops team I work closely with peers within the department as well as outside

The department to ensure the knowledge, growth and development of technicians.

I am also the On Boarding Supervisor to the newly hired technicians to ensure their well-being and on boarding to and through the duration of training.

I oversee the “clean sweep team” and work hand in hand with our Net Ops department to ensure a better quality of service for our customers.

I am currently the Shreveport fleet point of contact and IT support as well. Helped on boarded newly hired Supervisors to ensure their growth and development in their roles

### **Mar 2011-Jan-2015**

Network Technician, as part of the Net Ops Team I troubleshoot cable issues in homes, commercial properties and in the field.

Also I answered customer's questions about products, prices, availability and product uses.

Continued internal and external education and training of products released by the company daily.

Worked on projects which provided value to the department and company, also worked to meet deadlines in completions of outages.

### **Leadership Training :**

- Leading Teams: Establishing Goals, Roles.
- Meeting Skills for Leaders.
- A Day in the Life of a Supervisor.
- Motivating at Work
- Core and Labor Relations

### **Dec 2006-Mar 2011**

Field Technician, as part of a Tech ops team, I resolve customer issues and connect Xfinity home entertainment and networking services. I was also voted by my peers as Team Lead. I resolve customer escalation issues with the right mix of people skills and technical knowledge. Worked to install wiring of cable for residential and commercial customers.

### **Education**

University Louisiana of Monroe 1995-1998 Psychology

### **Community Relations:**

- POC of the annual African American History Parade with Comcast Cable Communications Inc.
- Youth Mentor with SPAR (Shreveport Park and Recreations) Head Football

Coach

**Highlights**

- Member of the SCTE
- Completion of CTC 1-3 and NCT 4
- Excellent troubleshooting skills
- Superior written and verbal communication skills
- Very Efficient
- 90<sup>th</sup> Percentile in Credo each year of being a Supervisor

**“References furnished upon request ”**