

Daniel Hammac

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Professional Summary

Dedicated and results-driven customer service professional with over nine years of experience in logistics and telecommunications. Proven ability to deliver exceptional service, resolve complex issues, and foster strong customer relationships. Skilled in problem-solving, conflict resolution, and optimizing operational efficiency through leadership, training, and process improvement.

Professional Experience

Night Operations Manager

Freightvana | Phoenix, AZ (Remote) | January 2022 – Present

- Trained and onboarded new hires for the night shift, ensuring smooth transitions and operational efficiency.
- Managed a small after-hours team, providing guidance and resources to optimize performance.
- Monitored freight movements and provided timely updates to customers.
- Negotiated and sold loads to carriers and owner-operators.
- Resolved customer and carrier-related issues to ensure seamless freight handling.
- Provided individualized coaching and development plans to drive team growth and efficiency.
- Designed and implemented streamlined processes to enhance operational effectiveness.

Regulatory Specialist

Xfinity Mobile | Tucson, AZ (Remote) | December 2021 – January 2022

- Managed escalations from regulatory agencies, including the Better Business Bureau, FCC, Attorney General, and Public Utilities Commissions.
- Investigated and resolved customer complaints while ensuring compliance with company policies.
- Drafted formal response letters to regulatory agencies on behalf of Xfinity Mobile.
- Maintained clear and professional communication with internal and external stakeholders.
- Accurately documented case details and maintained organized records.
- Developed and implemented policies and performance standards for Customer Care Operations.
- Provided analytical support to improve operational efficiencies.

Executive Resolutions Tier 3

Xfinity Mobile | Tucson, AZ (Remote) | September 2017 – December 2021

- Led the transition to remote operations in March 2020, assisting team members with networking and equipment setup.
- Trained executive resolution team members on special projects supporting communities impacted by COVID-19.
- Managed high-priority accounts, including influencers partnered with Xfinity/Comcast, ensuring exceptional service.
- Assisted Tier 1 representatives with customer calls, resolving account issues efficiently.
- Supported Tier 2 (retail support) by troubleshooting and resolving retail store-related concerns.
- Conducted Root Cause Analysis (RCA) for chronic customer issues, providing in-depth reports and resolutions.
- Specialized in resolving time-sensitive, mass-impact issues by analyzing details and implementing solutions.
- Managed escalations from store managers, utilizing corporate-level tools to deliver effective resolutions.
- Served on a corporate-level team responsible for final customer resolution decisions while ensuring compliance.

Lead Technical Specialist

Connect Security | Tucson, AZ | September 2016 – September 2017

- Collaborated with a team of technicians to provide high-quality service to clients and customers.
- Troubleshoot technical issues with customers to accurately identify and resolve problems.
- Scheduled and coordinated field technicians, ensuring efficient workflow and timely service delivery.
- Managed work schedules to align with company needs and meet client expectations.

Skills & Expertise

- Leadership & Team Management
- Mentoring & Coaching
- Training & Development
- Conflict Resolution & De-escalation
- Customer Service Excellence
- Policy & Procedure Development & Implementation

Education

University of Phoenix | Remote | 2011

- Studied Information Technology Support
- Completed coursework with a 3.0 GPA