

# Daniel Hammac

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## Professional Summary

I find genuine enjoyment from helping others resolve IT related issues and find fulfillment in troubleshooting technical problems. I would like to bridge the gap between complex technical issues and a persons needs by providing clear and effective support. I understand IT related issues can be overwhelming at times, but showing empathy and patience is key.

## 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