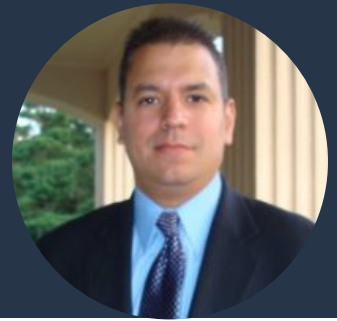


KEN CORDOVA

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EXPERTISE

Leadership
Vendor Management
Operations
Project Management
IT Management
Systems Support
Customer Experience
Governance & Compliance
Process Design & Optimization
Cyber Security
Training
Telecommunications
Wireless

OPERATIONAL SKILLS

Finance
Sales Operations
Business to Business
Retail
Fraud Prevention
Indirect
Training
Information Technology

REFERENCES

KRIS FANNIN

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JOSE MENDOZA

Director - Verizon
<https://www.linkedin.com/in/joseg-mendozajr>

KAREN KENNEDY

Consultant - Verizon
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PROFILE

I am a successful & aggressive leader with 20+ years of experience, of which 15 years were with Top Fortune 15 organizations. I have an extensive portfolio of overhauling business processes and systems while prioritizing the customer and business objectives. In addition, I have a passion for leading teams to surpass strategic goals while investing in their personal and professional growth.

EXPERIENCE

SENIOR MANAGER - CREDIT SYSTEMS & PROCESS STRATEGY

Verizon | Mar 2015 - Present

- Managed Credit system strategy for the entire organization.
- Managed credit support processes for six national call centers.
- Project manage a portfolio of transformational projects geared to reduce costs, improve credit decisions, & the customer experience.

SUPERVISOR - COMPLIANCE & GOVERNANCE

Verizon | Jul 2015 - Mar 2016

- Managed Compliance & Governance efforts across a \$100 million dollar portfolio including Fraud Prevention, Collections, Recovery, Credit & Revenue Assurance teams.
- Managed vendor connectivity, security, & system access.
- Managed and audited vendor profiles, contractual performance & customer experience execution to save over \$25 mil in year one.

SUPERVISOR - FRAUD PREVENTION OPERATIONS

Verizon | Jun 2011 - Jul 2015

- Managed day to day operations including process design, compliance, & Resource Management.
- Managed a vendor portfolio worth \$20 million annually including staffing & systems
- Project managed initiatives including the opening of 4 call centers & various system enhancements improving prevented losses from \$225m to \$375m year over year.

CONSULTANT - NORTHEAST SALES OPERATIONS

Verizon | Jun 2011 - Jul 2015

- Managed customer facing vendors on customer experience & single visit resolution & led Northeast Technical Support team.
- Managed various projects with the aim of automating & simplifying the customer experience including a \$3 mil savings by creating an inspection tool to improve Quality of inspections.

EDUCATION

MASTER'S - IT MANAGEMENT WITH A SPECIALIZATION IN CYBER SECURITY

Colorado State University | 2015 - May 2017

BACHELOR OF ARTS - BUSINESS

Fairleigh Dickinson University | 2008 - 2013
Summa Cum Laude