

11-C-0783

A COMMUNICATION BY COUNCIL MEMBERS CLETA WINSLOW, IVORY LEE YOUNG JR. AND MICHAEL JULIAN BOND

A COMMUNICATION APPOINTING MR. WILBERT SMITH TO THE ATLANTA URBAN DESIGN COMMISSION IN THE NEIGHBORHOOD REPRESENTATIVE CATEGORY FOR A TERM OF THREE (3) YEARS. COUNCIL CONFIRMATION REQUIRED.

CONFIRMED BY
MAY 16 2011

COUNCIL

- CONSENT REFER
 - REGULAR REPORT REFER
 - ADVERTISE & REFER
 - 1ST ADOPT 2ND READ & REFER
 - PERSONAL PAPER REFER
- Date Referred: 5/2/11
 Referred To: CD/HR + COC
 Date Referred:
 Referred To:
 Date Referred:
 Referred To:
 Referred To:

Committee _____
 Date _____
 Chair _____
 Referred To _____

First Reading

Committee
CO/HR

Date
5/16/11

Chair
Pavel M. Sheperd

Action
Fav, Adv, Hold (see rev. side)
Other

Members

[Handwritten signatures]

Refer To
COC

Committee
COC

Date
5/16/11

Chair
Pavel M. Sheperd

Action
Fav, Adv, Hold (see rev. side)
Other

Members

[Handwritten signatures]

Refer To

Committee

Date

Chair

Action
Fav, Adv, Hold (see rev. side)
Other

Members

Refer To

Committee

Date

Chair

Action
Fav, Adv, Hold (see rev. side)
Other

Members

Refer To

FINAL COUNCIL ACTION
 2nd
 1st & 2nd
 3
 Readings
 Consent
 V Vote
 RC

CERTIFIED
 MAY 16 2011
 ATLANTA CITY COUNCIL PRESIDENT
[Signature]

MAYOR'S ACTION

RCS# 1053
5/16/11
4:01 PM

Atlanta City Council

REGULAR SESSION

MULTIPLE

11-C-0698, 11-C-0703, 11-C-0706, 11-C-0707
11-C-0708, 11-C-0783
CONFIRM

YEAS: 14
NAYS: 0
ABSTENTIONS: 0
NOT VOTING: 0
EXCUSED: 0
ABSENT 2

Y Smith	Y Archibong	Y Moore	Y Bond
B Hall	Y Wan	Y Martin	Y Watson
Y Young	Y Shook	Y Bottoms	Y Willis
Y Winslow	Y Adrean	Y Sheperd	B Mitchell

MULTIPLE

11-C -0783



ATLANTA CITY COUNCIL

CLETA M. WINSLOW
COUNCILMEMBER
DISTRICT 4

55 TRINITY AVENUE, S.W.
CITY HALL, SUITE 2900
ATLANTA, GEORGIA 30303
(404) 330-6047 F. (404) 331-8929

May 2, 2011

Mr. Ceasar Mitchell
Council President
City of Atlanta
55 Trinity Avenue, SW
Atlanta, GA 30303

Dear President Mitchell:

We are pleased to offer the name of Wilbert Smith to the Atlanta Urban Design Commission Board. His appointment would be for a two year term, which will begin on the date of Council confirmation.

I believe Mr. Smith would be an asset to the board. A copy of his resume is attached for your review.

Sincerely,

Councilmember Cleta Winslow
Atlanta City Council, District 4

Councilmember Ivory Lee Young, Jr.
Atlanta City Council, District 3

Councilmember Michael Bond
Atlanta City Council, Post 1 At-Large

attachments

Cell: 918-406-6292
Infinite1s@hotmail.com
506 Oliver St
Atlanta, GA 30314

Wilbert Smith

Career Goal

To obtain a position with a strong technically based telecommunications company wherein; I'm able to utilize my extensive years of experience in the telecom industry.

Experience

11/2006-12/2010

AT&T

Atlanta, GA

Tech III/Project Manager

- Ensures the timely delivery of services to the customer of all assigned orders.
- Supervised 5 tech supports to drive field installations and customer vendors.
- Worked with ILEC to ensure timely delivery of all orders
- Monitored trouble-ticket queue on daily basis
- Worked with Unix application 2, 6, 8, 9.
- Tracks all customer orders, notifies, status' and escalates all assigned orders with jeopardy's or potential jeopardy's.
- Coordinates, tracks, and project manage the provisioning, installation and turn-up of switch voice orders to include ANI and Toll-Free numbers across multiple networks.
- Troubleshoot problematic areas with customer service.
- Technically Scrubs and verifies assigned Customer Switched Voice Orders for completeness and accuracy.
- Act as the primary interface for the customer and account teams for all switched voice services.
- Tracks and maintains assigned customer orders in the BSLD and partnering vendor order tracking systems to ensure system integrity.
- Processed T1/T3 circuits and DS3.
- Provides formal status reports to the customer and the account team during the installation life cycle.
- Single point of contact for all customers and all sales/account teams, provided formal status and reports to the customer and the account teams during the installation or disconnect life cycle.
- Perform required escalations up to and including senior manager level with all vendors.

4/2006-11/2006

NOKIA

Sandy Springs, GA

Logistics Engineer

- Generate daily reports for Northeast region; encompassing revenue and statistics.
- Manage high-end customer orders; as well as deliveries by processing purchase orders according to contractual roll out plan.
- Perform documentation coding for BSC, BTSE, BTSN, CORE and

CARE; etc.

- Create and provision equipment & services purchase orders out of SAP; according to bill of material.
- Correlate information with E-tracker, and WEBI.
- Report customer order backlog monthly thru NCM, with emphasis on accuracy of generated reports.
- Work as a liaison between Logistics & customer to ensure all orders for integration project are met in a timely manner.
- Perform Financial Analysis for team daily reports of all sales orders; processed and pending.
- Work closely with vendors to establish customer service

4/2000–3/2002

Williams Company

Tulsa, OK

Technical Support III

Worked with such vendors as Lucent & Nortel to provide installation of service.

Organized and conducted meetings for ATM.

Analyze network utilization reports for capacity management.

Exchanged information with internal/external groups for updates on the network, to discuss projects, provide leadership for strategic planning and analysis within the business unit and enterprise.

Ascertained isolated customer related issues associated with analysis, coordination, and implementation and planning.

Represented the group by attending cross-functional team meetings.

Designed TWC customer circuits, (DSO's, DS1's, T1's, T3's, OC12's, DS3's, OC3's and OC48's).

Supervised design of ATM Blue Network; as well Red Network circuits

Designed International circuits.

Specialized in Web page Design.

Trouble shoot circuits confronting technical issues.

Project Managed ATM; as well as International circuits in group meetings.

Functioned as a Project Manager for customer "KDDI."

Designed customer orders.

10/1998–4/2000

MCI WorldCom

Tulsa, OK

Lec Coordinator/ Designer

Processed corporate external customer request for (DS-0's, DS-1's, DS-3's, OC3, OC12; as well as Dedicated, Channalized and Groomed circuits.

Designed local access service request. Tracked all orders in respective assigned city regions from beginning to completion/ acting as a liason between operations, external customers and local exchange carriers.

Effectively managed escalations with various departments to ensure connections and testing of circuits to make sure of timely delivery to customer

Communicate with other departments with MCI-WorldCom to forecast capacity issues and customer growth

Worked with LEC's to analyze fiber capacity and address data integrity issues

Remained close as a team to display excellent customer service.

Assigned trouble tickets for network outages.

Worked with CLEC & ILEC's to analyze fiber capacity and address data integrity

issues.

Education

1996–2002 Oral Roberts University Tulsa, OK
Education/ Post-Secondary
Minor: Business Administration
Minor: Sociology
1998-2000 Tulsa Community College Tulsa, OK
• Business Administration
1995-1996 Delaware Community College Wilmington, DE
• Business Administration

Computer Skills

TBS, Optix, Visionael, Remedy, Netman, Web page publisher, Power Point,POPS, DMS 250 switch, Lotus Notes, DOS, Microsoft Excel, Tcoms, F&E, OpenCI, Cognos, AR2000, IXPlus,

Interests

Church, reading casually, computers, working out and school.

References

Available upon request