

CURRICULUM VITAE

Andrew Schwantner
Big River Telephone Company, LLC
24 S. Minnesota Ave
Cape Girardeau, MO 63703
(573) 651-3373

EDUCATION

St. Louis University, St. Louis, Mo., 2001
Political Science

EMPLOYMENT AND POSITIONS

BIG RIVER TELEPHONE COMPANY; Manager Contract Compliance, 2003 – Present.

Oversee existing network growth and expansion into new territories. Including securing all numbering resources, connections to PSAPs, and all interconnection trunking. Industry liaison for all competitive companies.

Provisioning Manager, 2003-2007

Managed all customer orders from signature of contract to installation. Handled all coordination between internal departments for resolution of customer affecting issues.

Field Operations Manager, 2004

Maintained outside field technicians schedule and coordination with customers.

ONE STAR COMMUNICATIONS; Application Specialist Manager, 2002-2003.

Developed and documented all internal engineering and provisioning processes for the development of new internal OSS systems.

NUVOX COMMUNICATIONS (formerly GABRIEL COMMUNICATIONS)

Process Specialist Manager, 2001-2002

Managed all provisioning processes for the Midwest sector of the company.

Maintained internal customer tracking system/database. Acted as liaison between vendors and Service Delivery for the Midwest.

Lead Service Delivery Representative. 1999-2001

Oversaw and coordinated the installation and changes for all customers in St. Louis, Tulsa, Oklahoma City, Little Rock, Lexington and Indianapolis Markets. Handled all first and second line escalations to other carriers.