RAYNARD V. WILLIAMS

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SUMMARY

Accomplished **Project Manager and Sales Engineer** skilled in directing complex and extensive network infrastructure projects. Persuasive communicator coordinating multiple functions, and engendering trusting relationships with customers and business partners. Results driven analyst effectively introducing and evaluating products and deploying project plans while controlling expenses. Innovative strategist championing the design, and implementation of national and international network infrastructure. Talented solutions provider managing projects in retail, business-to-business, government, healthcare, and education verticals.

PROFESSIONAL EXPERIENCE

Murphy Network, Nashville, TN   **December 2023-Present Project Manager**

- Managed the development of the In-Building portfolio.
- Attended trade shows and networking events to build the brand and grow revenue opportunities.
- Managed neutral host DAS installations.
- Developed new strategic partnerships
- Uncovered and managed In-Building Coverage solutions for DAS and IOT products.
- Responsible for planning or preparing contract administration of assigned projects, executing, and directing project activities, and developing or maintaining client relationships.
- Complete definition of project scope, requirements, and schedule with the client and communicates scope and requirements to the project team.
- Responsible for multiple projects consisting of onsite visits which may consist of lay out of project work, scheduling of materials, tools, equipment, and information to ensure attainment of scope/project construction schedules.

T-Mobile, Nashville, TN   **September 2022-November 2023 Solution Engineer**

- Facilitated presentations to customers and colleagues on the T-Mobile wireless network and related key technologies.
- Maintained expert-level knowledge of wireless-related Value-Added Solutions.
- Facilitated wireless network coverage analysis for fixes wireless.
- Uncovered and managed In-Building Coverage solutions.
- Presented product roadmaps.
- Understand and present network coverage/network build-out plans as needed.
- Assist with post-sale support/escalations as needed.
- High-level portfolio awareness of T-Mobile Global Wireless Solutions network, solutions, and technologies.

Change Healthcare, Nashville, TN   **October 2020-September 2022**
Senior Telecom Analyst

- Collaborated with telecom vendors and network engineers to facilitate new fiber builds and coordinate needs with the network engineering team.
- Determined specifications for new network deployments and rollouts.
- Coordinated and monitored installation vendors.
- Developed and implemented solutions for network problems.
- Delivered update statues to key executives and upper management.
- Liaised with third-party vendors and contractors to ensure efficient deployment and maintenance of internet services.
- Negotiated contracts, Service Level Agreements (SLAs), and pricing with vendors to optimize service quality and cost-effectiveness.

Patra Corp, Nashville, TN   **October 2018-August 2020**
Senior Project Manager

- Managed new and existing customer service implementation IT projects.
- Understood and documented customers' business needs.
- Designed IT requirements necessary to formulate optimal solutions. ● Documented and assisted with presenting solutions to customers.
- Worked with team members to define, prioritize, and aid in implementation.
- Tracked, facilitated, and managed any issues during the implementation process along with finding resolution.
- Used analytical & critical thinking in work processes and communication skills.
- Managed and manipulated large volumes of data for internal documentation and product development.
- Liaised with third-party vendors and contractors to ensure efficient deployment and maintenance of internet services.

Foresite Group, Nashville, TN   **January 2018-June 2018**
Senior Project Manager

- Managed an OSP Design team that produced fiber network drawings and GIS files.
- Responsible for planning or preparing contract administration of assigned projects, executing, and directing project activities, and developing or maintaining client relationships.
- Responsible for multiple projects consisting of onsite visits which may consist of lay out of project work, scheduling of materials, tools, equipment, and information to ensure attainment of scope/project construction schedules.
- Responsible for reviewing and managing project documents, plans and specifications, directing construction activities, resolving construction difficulties, coordinating field installations and project closings, developing or maintained client relationships; ALL within project cost, time, and quality standards while adhering to standard operating procedures.
- Supervised job closeout process: documentation, filing, record drawings, construction cost, database input, follow-up marketing and team debriefing.
- Liaised with third-party vendors and contractors to ensure efficient deployment and maintenance of internet services.
- Negotiated contracts, Service Level Agreements (SLAs), and pricing with vendors to optimize service quality and cost-effectiveness.

Centurylink, Nashville, TN   **2013-2017**
Lead Solution Engineer

- Performed consultative, solutions-based design for Internet-centric business clients who desire outsourced infrastructure options to enhance their own technical capabilities.
- Gathered power, cooling, and other environmental constraints on a client's outsourced infrastructure.
- Lead the first design and implementation of the new SD-Wan product.
- Provided customers with consultative, solutions-based design for Internet-centric business clients who desire outsourced infrastructure options to enhance their own technical capabilities.
- Determined client's requirements and provided designs for Managed Hosting Services, Cloud, Virtualization, UCaas/CCass, Outsourced infrastructure solutions (managed and un-managed), specialized Enterprise application suites.
- Represented CTS's technical capabilities to prospective customers and existing customer base, and influence customer expectations according to product and network management capabilities and constraints.
- Determined clients' requirements and developed complex statements of work with the CTL managed security offering (SIEM).
- Provided technology consulting for internal contacts in Product Management and Marketing and translate prospective customer requirements into recommendations for new or enhanced products and features. ● Presented customers with options for predictive analytics that helped them monetize their data.

EMDEON BUSINESS SERVICES, Nashville, TN   **2009-2013**
Telecommunication Analyst

- Developed a formal system of trending and evaluating enterprise telecommunications costs, realizing an annualized cost savings of $835K in 90 days.
- Forklift upgrade to the ACD environment from Avaya CM2 to VoIP infrastructure (Cisco), CTI integration with Siebel, including upgrade of 3rd Party Applications for Workforce Management and Real-time Metrics.
- Influenced planning, implementation, engineering, installation, configuration of $7.5 M network project.
- Managed/Designed the facility fiber network build out for a new 55,000 sq ft data center. ● Responsible for the technology of 4 call center with approx. 250 agents.
- Influenced P&L decisions; made recommendations resulting in $320K in 60 days.
- Proactively developed new processes utilize cost analysis and carrier performance data.
- Maintained detailed records of all installed telecommunications circuits enterprise wide. Reporting metrics, recommendations, and analysis to executives.
- Served as liaison for Emdeon on the Workforce development committee at NTC.

EDUCATION

- Bachelor of Science, Electrical Engineering, University of Alabama, Tuscaloosa, AL
- Bachelor of Science, Applied Mathematics, Kentucky State University, Frankfort, KY