

To be announced:

November 9<sup>th</sup>, 2016

9:00 a.m. Central

## **AT&T Services, Inc.**

### **Global Customer Service**

As a follow up to the recently announced leadership changes within Global Delivery and Assurance, Global Ordering & Managed Services will be making the following alignment changes.

Reporting to **Connie Diehl-Boyle**, Vice President-Global Ordering and Managed Services, AT&T Services, Inc. will be:

**Susan Clark**, Assistant Vice President-Network Services supporting Access Service Center/Local Service Center/Circuit design. Reporting to Susan will be:

**Keith Burchfield**, Director-Call Center supporting the Access Service Centers, Wholesale Service Center & Circuit Design:

**Emilio Budhwani**, Senior Specialist-Technical Process/Quality

**Joyce Coleman**, Call Center Administrator

**Dustin Drake**, Area Manager Network Services

**Bob Ghaney**, Area Manager Network Customer Service Center

**Damita Moore**, Area Manager Network Customer Service Center

**Mireya Rios-Salas**, Area Manager Circuit Provisioning

**Helen Tornquist**, Area Manager Network Customer Service Center

**Maryann Villagracia**, Area Manager Network Customer Service Center

**Marlene Manzanilla**, Director-Call Center supporting the Local Service Centers and Wholesale Ordering & Design Processes and Support:

**Darriel Billups**, Senior Specialist-Technical Process/Quality

**Linda Caldwell**, Area Manager Quality/M&P/Process

**Amy Czenthe**, Manager Quality/M&P/Process

**Dan Howell**, Area Manager Quality/M&P/Process

**Sherial Jamison**, Area Manager Network Customer Service Center

**Dan Nickolotsky**, Senior Quality/M&P/Process Manager

**Rhonda Nordstrom**, Senior Specialist-Technical Process/Quality

**Judy Norris**, Area Manager Network Customer Service Center

**Rhonda Olmsted**, Manager Quality/M&P/Process

**Karl Romboy**, Senior Quality/M&P/Process Manager

**Cindy Carter**, Senior-Network Support

**Mark Chamberlin**, Area Manager-Regulatory Relations

**Jimmy Chough**, Senior Quality/M&P/Process Manager

**Debi Kuhl**, Senior Quality/M&P/Process Manager

**Shelley Miller**, Senior Quality/M&P/Process Manager

**Jan Oechler-Kirschbaum**, Area Manager Quality/M&P/Process

**Stacey Paoloni**, Assistant Vice President-Network Services for Global Ordering-Sales Support. Reporting to Stacey will be:

**Stephen Baiocco**, Director-Network Services supporting Global Ordering-Sales Support - BVoIP Center of Excellence for all GOSS supported sales segments:

**Kristie Amator**, Senior Client Support Specialist

**Christina Angell**, Senior Client Support Specialist

**George Concordia**, Senior Client Support Specialist

**Linda Condon**, Area Manager-Sales Support

**Meg Cunningham**, Senior Client Support Specialist

**Sandra Fernandez**, Area Manager-Sales Support

**Diane Grimes**, Area Manager-Sales Support

**Faye Monford-Moore**, Area Manager-Sales Support

**Cassandra Oliver**, Area Manager-Sales Support

**Kanita Riden**, Area Manager-Sales Support

**Renee Walton**, Area Manager-Sales Support

**Clarence Washington**, Technical Consultant 2

**Elizabeth Leicht**, Director, Call Center, supporting the Global Business-Enterprise Solutions & Global Account Solutions Teams, the GOSS MoW Center of Excellence, the Complex CDT & Completelink Team (C3), & the GOSS Account Profiling and MCN teams:

**Kristen Archambeau**, Senior Client Support Specialist

**Jeff Clark**, Area Manager-Sales Support

**Michele Ferla-Fleet**, Area Manager-Sales Support

**John Finkle**, Area-Manager-Sales Support

**Mike Gerber**, Area Manager-Sales Support

**Jennifer Sharp**, Area Manager-Sales Support

**Justin Siu**, Area Manager-Business Care

**Roman Sobihard**, Area Manager-Sales Administration

**Michelle Stuewe**, Area Manager Network Customer Service Center

**Kristna McMillon**, Director, Quality/M&P/Process supporting National Business-Small Business & Corporate Solutions Teams, the GOSS Voice Value Bundle COE (VVB), & the GOSS Advance Features COE.

**Damien Anderson**, Area Manager-Sales Support

**Alma Diaz**, Area Manager-Sales Support

**Debbie Donaldson**, Area Manager-Sales Support

**Karen Donovan**, Senior Project Program Manager

**Alicia Johnson**, Area Manager-Sales Support

**Nicole Lacroix**, Area Manager-Sales Support

**Thomas Nolan**, Area Manager-Sales Support

**Janie Titiriga**, Senior Quality/M&P/Process Manager

**Donald Tansor**, Director-Call Center supporting Global Business-Gov't, Education & Healthcare Solutions Teams, the GOSS Design, Price, Proposal & Contract Team (DPPC), the GOSS RPA Team,& the GOSS ASE & Opt-E-Wan COEs:

**Diane Coligan**, Technical Consultant 2  
**Jody Etter**, Area Manager-Sales Support  
**Kendella Gatling**, Area Manager-Sales Support  
**Lisa Green**, Technical Consultant 2  
**John Jones**, Technical Consultant 2  
**Constance Lewis**, Area Manager-Sales Support  
**Sheri Parr**, Area Manager-Sales Support  
**Jodi Richey**, Associate Director Customer Contracts  
**Steve Roberson**, Technical Consultant 2  
**Mary Beth Worch**, Area Manager-Sales Support

**Lori Crisp**, Senior Quality/M&P/Process Manager

**Mary-Ann McAvoy**, Senior Customer Contracts

**Karin Rumbauskas**, Senior Customer Contracts

**Brooks Hoagland**, Assistant Vice President Network Services supporting Strategic Ordering. Reporting to Brooks will be:

**Dan Elliott**, Director Network Operations supporting Halo Customer Care Operations Tier 1 Support, Legacy Services Ordering, & Address Validation

**Lisa Cremone**, Area Manager Network Customer Service Center  
**Joe Scrudato**, Area Manager Network Customer Service Center  
**Betty Symmonds**, Area Manager Network Customer Service Center  
**Leslie Talochino**, Area Manager Network Customer Service Center  
**Toni Woolridge**, Area Manager Network Customer Service Center

**Jason Jones**, Director Network Operations Centers supporting ADI TDM/ENET, IPFlex-ADI & HALO Operational Readiness:

**Kristin Alfano**, Area Manager Network Customer Service Center  
**Howard Boyer**, Area Manager Network Customer Service Center  
**Lashun Burns**, Area Manager Network Customer Service Center  
**Laujuana Ducksworth**, Area Manager Network Customer Service Center  
**Caleb Hill**, Area Manager Network Customer Service Center  
**David Lacobucci**, Area Manager Network Customer Service Center  
**David Mandarino**, Area Manager Network Customer Service Center  
**Suann Morgan**, Senior Quality/M&P/Process Manager  
**Ty Owens**, Area Manager Network Customer Service Center  
**Harshad Patel**, Area Manager Network Customer Service Center  
**Yani Robinson**, Area Manager Network Customer Service Center  
**Sam Samar**, Area Manager Network Customer Service Center  
**Toni Dibenedetto**, Order Specialist  
**Paula Ikemire**, Order Specialist  
**Angela Quinn**, Order Specialist

**Denise Re**, Order Specialist

**Ron McClarin**, Director Network Operations Centers supporting the delivery of the Domestic services AVPN Transport, AVPN Managed Router, EVPN & IP Broadband, as well as Global IPFLEX over AVPN, Non Managed Domestic AVPN TDM/ENET & MOW IPFLEX

**Joel Bates**, Area Manager Network Customer Service Center  
**Gary Brown**, Area Manager Network Customer Service Center  
**Jerald R Greer**, Area Manager Network Customer Services Center  
**Craig Hoffman**, Senior Quality/M&P/Process Manager  
**William Keith**, Senior Quality/M&P/Process Manager  
**Timothy S Kilkenny**, Area Manager Network Customer Service Center  
**Tomas Kukucka**, Area Manager, Global Services  
**Linda S Lavigne**, Service Executive  
**David Lundborg**, Senior-Technical Process/Quality  
**Tim Martin**, Senior Specialist-Technical Process/Quality  
**Barbara Mills**, Senior Quality/M&P/Process Manager  
**Lisa Myers**, Senior Quality/M&P/Process Manager  
**Clifford Pazik**, Area Manager Network Customer Service Center  
**Ronald Steinhauer Jr.**, Senior Quality/M&P/Process Manager  
**Jairo Vasquez**, Senior-Network Support  
**Tom Walsh**, Area Manager Network Customer Service Center  
**Mary Kay Welch**, Senior-Network Support

**Peter Beno**, Director Network Operations, supporting ANIRA, AVTS; MOW AVPN Managed/EVPN/GMIS:

**Walter Clarke**, Principal-Technical Consulting Engineer  
**Peter Francek**, Area Manager, Global Services  
**Vivian De Rosa**, Customer Relations  
**Karol Hencel**, Area Manager, Global Services  
**Colin Greenough**, Professional-Technical Consulting Engineering  
**Drew Kronick**, Principal-Technical Consulting Engineering  
**Igor Kallo**, Senior Tech Specialist, Client Network Delivery  
**Julius Humenansky**, Manager, Network Engineering  
**Karryn Sparkes**, Lead, Business Product Services  
**Michelle Ginther**, Senior-Network Support  
**Rodrigo Puerta**, Network Engineering  
**Robert J Slovinac**, Principal-Technical Consulting Engineering  
**Radek Marecek**, Manager, Network Operations  
**Scott Nault**, Professional-Technical Consulting Engineering  
**Swain Valasek**, Professional-Technical Consulting Engineering

**Brian Powers**, Director Network Operations supporting NoD, ATT Collaborate, OEW, VDNE, Branch Office Extension (BOE) & MACD for all FLEX, AVPN & ADI Services including Moves:

**Ro Burgermeister**, Area Manager Network Customer Service Center  
**Cassandra Chambeau**, Area Manager Network Customer Service Center

**Tammie Dalcanton**, Area Manager Network Customer Service Center

**Otha Evans Jr.**, Area Manager Network Customer Service Center  
**Stephanie Jackson**, Area Manager Network Customer Service Center

**Diane Peppe**, Area Manager Network Customer Service Center  
**Aaron Rickles**, Area Manager Network Customer Service Center  
**Susan Rocco**, Area Manager Network Customer Service Center  
**Kim Scalise**, Area Manager Network Customer Service Center  
**Dale Shoemaker**, Area Manager Network Customer Service Center  
**A J Simonsen**, Area Manager Network Customer Service Center  
**Bill Smith**, Area Manager Network Customer Service Center  
**Jane Wilson**, Area Manager Network Customer Service Center

**Shah Bari**, Area Manager Network Customer Service Center

**Jeanne Shepherd**, Senior Network Support

**Steve Longest**, Assistant Vice President-Network Services supporting Regional Ordering Customer Care/Customer Assistance Bureau. Reporting to Steve will be:

**Tina Cannon**, Director- Network Operations Centers supporting the MW/W Regional Ordering Customer Care Centers:

**Diane Brooks**, Professional-Client Services Project Management  
**Cynthia Bullock**, Area Manager-Sales Support  
**Andrea Colunga-Stranz**, Area Manager-Sales Support  
**Wendy Hams**, Area Manager-Sales Support  
**Andrea Hoeft**, Area Manager-Sales Support  
**Kimberly Hatten**, Area Manager-Sales Support  
**Felisha Mays**, Area Manager-Sales Support  
**Jay McNenny**, Area Manager-Sales Support  
**David Paeske**, Area Manager-Sales Support  
**Gloria Rogers**, Area Manager-Sales Support  
**Samuel Way**, Area Manager-Sales Support

**Mike McNall**, Director-Network Operations Centers supporting the SE/SW Regional Ordering Customer Care Centers & Customer Assistance Bureau:

**Ted Billingsly**, Area Manager Network Customer Service Center  
**Judith Cook**, Senior-Network Support  
**Albert Dealejo**, Area Manager-Sales Support  
**Steven Fernandez**, Area Manager-Sales Support  
**Patti Julian**, Area Manager-Sales Support  
**William Mantz**, Area Manager-Sales Support  
**Angel Rivera**, Area Manager-Sales Support  
**Beverly Robbins**, Area Manager-Sales Support  
**Karen Scholz**, Senior Quality/M&P/Process Manager

**Selena Causey**, Area Manager Quality/M&P/Process

**Debbie Maynard**, Senior Quality/M&P/Process Manager

**Lauren McCoy**, Senior Quality/M&P/Process Manager

**Nancy Rancont**, Senior Quality/M&P/Process Manager

**Debbie Beard**, Assistant (General Management)

**Libby Coen**, Director Network Process & Quality supporting Business Operations & Support:

**Anthony Fielder**, Senior Business Operation Analyst

**Roberta Gonzalez**, Senior Quality/M&P/Process Manager

**Kimberly Hill**, Senior Quality/M&P/Process Manager

**Jessica Jones**, Manager Quality/M&P/Process

**Diane Nakashima**, Manager Quality/M&P/Process

**Nguyen**, Senior Quality/M&P/Process Manager

**Charlotte Price**, Senior Quality/M&P/Process Manager

**Sharon Schneider**, Area Manager Project Program Management

**Thomas**, Senior Quality/M&P/Process Manager

**Joseph Cantelmo Jr.**, Lead Chief of Staff

**Julie David**, Lead Chief of Staff

**Maureen Jones**, Assistant (Senior Manager)

**Connie Diehl-Boyle**

Vice President-Global Ordering and

Managed Services

AT&T Services, Inc.

**APPROVED:**

**Mike Coffey**

Senior Vice President-Global Delivery

& Assurance

AT&T Business Solutions