

To be announced:
November 9th, 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 Operations & Planning will be making the following alignment changes.

Reporting to **Bernie Ragland**, Vice President-Global Operations & Planning, AT&T Services, Inc. will be:

Mark Collett, Executive Director, Work Center Management supporting Implementation & Optimization. Reporting to Mark will be:

Mary Lynn Bianco, Director Network Operations Centers supporting Operational Workflow Optimization-Ordering:

Bonnie Allen, Area Manager Quality/M&P/Process
Jennifer Brazel, Senior Quality/M&P/Process Manager
Joy Bullard, Area Manager Quality/M&P/Process
Craig Chowning, Manager Quality/M&P/Process
Cindy Disarro, Area Manager Quality/M&P/Process
Edwina Granados, Senior Quality/M&P/Process Manager
Minoo Sadeghi, Senior Quality/M&P/Process Manager
Oscar Suarez, Area Manager Quality/M&P/Process
Keeva Sucher, Area Manager Quality/M&P/Process
Monet Topps, Senior Quality/M&P/Process Manager

Richard Clark, Director Network Engineering supporting the Global Command Center:

Nancy Bernier, Senior-Technical Project Management
Alma Chavez, Senior Project Program Manager
Igor Janov, Area Manager, Process Engineering
LaKrista Jordan, Senior Network Integration Manager
Ingrid Nemcovska, Area Manager, Operations Management
Gayle May, Manager Quality/M&P/Process
David Molina, Senior Network Integration Manager
Sandy Vines-Skurstenis, Senior Consultant System Integration

Ross Daniels, Director Network Operations Centers supporting Strategic Implementation:

Mark Davis, Senior-Business Management
Mary Edwards, Senior-Business Management
Matthew Ferrell, Senior-Business Management
Kim Gaede, Senior Quality/M&P/Process Manager
Carl Gomez, Senior Quality/M&P/Process Manager
Jennifer Hoobing, Senior-Business Management
Jeanette Hostetler, Senior Network Integration Manager
Sherry Jaynes, Senior-Business Management
Kim Moline, Professional-Technical Process/Quality
Brian Smith, Senior-Business Management
Brian Schulz, Senior-Business Management

Jeff Swanson, Director Network Operations Centers supporting Operational Workflow Optimization-Provisioning:

Elizabeth Cole, Senior-Business Management
Delcine Erving, Senior Quality/M&P/Process Manager
Carl Gomez, Senior Quality/M&P/Process Manager
Shayna Kantor, Senior Quality/M&P/Process Manager
Mathew Thornhill, Senior Quality/M&P/Process Manager
Kelly Walker-Moseley, Senior-Business Management

Marcus Vickers, Director Network Operations Centers supporting Operational Workflow Optimization-Assurance:

Chris Hardy, Senior Project Program Manager
Sharon Heidecker, Senior-Network Support
David Jones, Senior-Network Support
Joseph Newman, Senior-Network Support
Ashka Pierzchala-Gordon, Senior-Business Management
Troy Parker, Senior-Network Support
Steve Vanderburg, Area Manager Quality/M&P/Process

Brooks Fitzsimmons, Assistant Vice President- Architecture Planning, supporting Strategy & Transformation. Reporting to Brooks will be:

Chad Haase, Director-Technology supporting Transformation & Digital Experience:

Mikael Argaw, Principal-Business Management
Christopher LaBanca, Principal-Business Management
Lucy Nguyen, Senior-Business Management
Becky Provost, Senior-Network Support

Jeremy Sellers, Senior-Business Management

Dan Koons, Director-Technology supporting Solutions Architecture:

Scott Baker, Senior-Network Support

Adam Holcombe, Professional-Business Management

Robert Hulten, Senior-Business Management

Angelique Hunt, Senior Quality/M&P/Process Manager

Mark Kuchenbrod, Senior-Network Support

Todd Meyer, Senior-Business Management

Natasha Petit, Senior Quality/M&P/Process Manager

Woody Walters, Senior Quality/M&P/Process Manager

John White, Senior-Network Support

Pam Steelman-Key, Director-Quality/M&P/Process supporting GCS Compliance:

Jeanine Dikes, Lead-Compliance Analyst

Eric Guterl, Lead Auditor

David Rhoads, Senior-Technical Project Management

Rogers, Senior Quality/M&P/Process Manager

Debra Schmeer, Senior Business Operation Analyst

Duncan Wallace, Principal, Project Management

Chris Weibert, Senior Quality/M&P/Process Manager

Kam Wong, Senior Quality/M&P/Process Manager

Stephen Wong, Lead Auditor

Gina Vogler, Director-Quality/M&P/Process supporting GCS Front Door & Partner Communication:

Scott Barnett, Senior Project Program Manager

Marnie Belovic, Senior Quality/M&P/Process Manager

Valery Burns, Senior Quality/M&P/Process Manager

Mike Paul, Senior-Applications Developer

Elizabeth Pickerill, Senior Specialist-Network Support

Mitch Scimemi, Senior-Applications Developer

Jo Zinselmeyer, Director-Technology supporting D2 planning:

Daniel Camunas, Area Manager Network Operations Center

Laurie Carroll, Senior-Network Support

John Chan, Senior-Business Management

Justin Knowlton, Senior-Network Support

Roberta Neels, Senior-Network Support

Fred Pepe, Senior-Network Support

Zachary Turkal, Senior-Network Support

Kirk Monday, Assistant Vice President- Technology, supporting Global Customer Service Business Operations. Reporting to Kirk will be:

Arun Kandappan, Director Network Process & Quality supporting Orchestrate:

Blake Anderson, Senior-Applications Developer
Rane Ashton, Professional-Network Support
Marshall Burns, Senior-Applications Developer
Russell Holifield, Associate Director-Technology
Gretchen Blair Madden, Manager Quality/M&P/Process
George McGovern, Senior Quality/M&P/Process Manager
Lorie Miller, Manager Quality/M&P/Process
Dana Nurmela, Senior Specialist-Network Support
Michael Peoples, Principal-Applications Developer
William Uliasz, Senior-Network Support
Adrianna Urbaniak, Senior Specialist-Network Support
Kevin White, Area Manager Quality/M&P/Process Manger

Ohad Kushner, Director-System Integration supporting Automate: System:

Jason Bell, Senior-Applications Developer
John English, Senior-System Administrator
Elisabeth Gallagher, Senior Technical Specialist, Network Architecture & Design
James Hisey, Principal-Applications Developer
Uma Jaipradeep, Senior-Applications Developer
Himanshu Kalkar, Principal-Network Support
Matt Kane, Principal-Network Architecture & Design
Zeek Lea, Principal-Network Support
Debra Quinlan, Principal-Network Support
Karl Thiele, Professional-Applications Developer
Taylor Utecht, Associate Director-Technology
Tommy Walderhaug, Technical Specialist, Software Engineering

Jeff Lawrence, Director-Technology supporting Communicate:

Lisa Baker, Principal-System Engineer
Timothy Graber, Principal-Network Support
Carlos Hernandez, Senior-Applications Developer
Harold Hill, Area Manager Network Process & Quality
Richard Hoggren, Senior-Applications Developer
Michele Kelly, Principal-System Engineer

Tamitha Lamontagne, Senior-Network Support
Mary Murphy, Principal-Network Support
Simon Purchase, Senior Technical Specialist, Software Engineer
Robert Rippe, Senior-Network Support
Kevin Scheier, Senior-Network Support
Mark Seibert, Senior-Network Support
Erin Steinbreck, Senior Specialist-Network Support
Peter Tausk, Specialist, Customer Services Support

Monique Miller, Director-Technology supporting Illustrate:

John Alexander, Senior-Business Management
John Graham, Principal-System Engineer
Yvonne Hernandez, Specialist-Business Management
Kevin Kern, Associate Director-Technology
Steve Leggett, Principal-Applications Developer
Brad Morrison, Senior-Network Support
Anthony Womack, Principal-System Engineer

Dhru Shah, Director New Technology Product Development Engineering supporting Automate: Robotics:

Fernando Gonzalez Jr., Associate Director-Technology
Nick Stanek, Associate Director-Technology
Cornel Traian Marginean, Specialist, Customer Care Projects

Brandon Shaw, Director-Technology supporting Accelerate:

Brian Beck, Senior Specialist-Technical Process/Quality
Carlos Collado, Principal-Business Management
Jason Coughlin, Senior Specialist-Technical Process/Quality
Chris Culpepper, Senior Specialist-Technical Process/Quality
Jessica Hales, Professional-Network Support
Danny Holyfield, Senior Specialist-Technical Process/Quality
Lori Kautz, Senior-Network Support
Sherwin Loyola, Senior-System Engineer
Steven Maddox, Senior Specialist-Technical Process/Quality
Adam Nowojczyk, Associate Director-Technology
Bryan Palmer, Senior Specialist-Technical Process/Quality
Vincent Pauley, Senior Specialist-Technical Process/Quality
Dana Slingerland, Senior-Network Support
Jeremy Wood, Senior-Network Support

Will Musgrove, Associate Director – Technology supporting solutions to increase development efficiency.

Chris Streeter, Associate Director – Technology supporting solutions to bridge the gap between present and future mode of operations.

Jozef Kohut, Area Manager – Network Engineering supporting the BizOps team in Bratislava

Kathy Wilkinson, Assistant Vice President Service Management, supporting Executive Project Program Management Office. Reporting to Kathy will be:

Justin Cowan, Senior-Technical Project Management

Cheryl Erickson, Senior-Technical Project Management

Jeff Hobbs, Principal-Technical Project Management

Michael Laurito, Senior Quality/M&P/Process Manager

Parimal Pandya, Director Network Process & Quality, supporting Program Management Office. Reporting to Parimal will be:

Russell Caluri, Senior Quality/M&P/Process Manager

Michael Green, Senior Quality/M&P/Process Manager

Shanta Jefferson, Area Manager Network Process & Quality

Lacresha Jones, Area Manager Network Process & Quality

Sharon Magnus-Alsmeyer, Area Manager Network Customer Service Center

Mike Shah, Associate Director-Technology

Kurt Schiller, Senior-Client Services Project Management

Bernie Ragland

Vice President-Global Delivery and Assurance-Global Operations and Planning

AT&T Services, Inc.

APPROVED:

Mike Coffey

Senior Vice President-Global Delivery

& Assurance

AT&T Business Solutions