

Timothy Klein
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EDUCATION

Old Dominion University, Norfolk, VA

Bachelor of Science

Expected May 2025

Major: Cybersecurity **Minor:** Criminal Justice

GPA: 3.3

Dean's List: Summer 2024

Relevant Courses: Cybersecurity Techniques and Operation, Digital Forensics, Basic Cyber Security Programming and Networking, Windows System Management and Security, Linux System for Cybersecurity, Cyber Law

EXPERIENCE

Metronet, Evansville IN (Remote)

Agent Account Manager

August 2023 – December 2024

- Managed a portfolio of 90 monthly projects, overseeing the full lifecycle from order acceptance through post-order support, ensuring consistent and timely service delivery. Reduced project delays by 15%, improving customer satisfaction and operational efficiency.
- Coordinated first-level escalations, swiftly identifying and resolving issues while maintaining clear communication with customers. Achieved a 98% resolution rate within 24 hours, boosting customer trust and retention.
- Liaison between customers and internal departments, streamlining the onboarding process and improving service installation timelines. Increased process efficiency by 20%, resulting in faster service delivery and enhanced customer experience.
- Utilized customer relationship management (CRM) software such as Salesforce and Pega CRM to track project progress and customer interactions. Exceed monthly installation quotas by 20-25%, driving higher operational throughput and project completion rates.
- Manage project budgets ranging from \$5,000 to \$75,000, using strategic sourcing and negotiation tactics to procure materials on time and under budget. Save up to 10% on project costs while maintaining high-quality standards.
- Earned customer accolades for exceptional service, setting new standards for quality and consistently surpassing client expectations. Contributed to a 30% increase in customer satisfaction ratings, solidifying client relationships and promoting repeat business.

Genesis Fiber Optic Splicing Inc., Chesapeake, VA

Fiber Optic Network Specialist

September 2020-August 2023

- Led and managed fiber optic splicing projects from initiation to completion, ensuring adherence to timelines and resource allocations. Delivered projects on time and within budget, improving operational efficiency and customer satisfaction.
- Excelled in emergency network restoration for critical infrastructure, including Sentara Healthcare and the Virginia Department of Transportation. Restored network functionality within hours, minimizing downtime and maintaining service continuity for essential services.
- Designed, installed, and maintained fiber optic networks for high-profile clients such as the Department of Defense and private telecommunications providers. Enhanced network reliability and speed, meeting strict security and performance standards.
- Applied analytical skills to optimize splicing techniques and network performance. Increased system efficiency by 20%, reducing signal loss and improving network reliability across multiple client infrastructures.

ADDITIONAL INFORMATION

- Secret Clearance (Inactive)