

Docket Number: TC15-062

Subject Matter: First Data Request

Request to: NextGen Communications, Inc.

Request from: South Dakota Public Utilities Commission Staff

Date of Request: September 23, 2015

Responses Due: September 30, 2015

Attachment 1.6

Laurie Hickok

14 years in Telecommunications, with management experience. Skilled in running multiple complex customer projects simultaneously. Successfully supervised back office operations for customer facing team of professionals. Strong communications skills, technical minded, and self taught. Well organized with a track record that demonstrates self-motivation and initiative to achieve both personal and corporate goals.

- Consistently maintained quarterly base revenue retention of \$35M-\$48M at 100%.
- Orchestrated and developed new product procedure. Revised and standardized processes to increase efficiencies, improve information flow, and refocus on customer satisfaction.
- Produced training manuals and operational guidelines to create consistency throughout the team
- Contributed to annual revenue, gross margin and P/L goals for Wholesale division
- Executed operational plans to meet business goals, using customer evaluations , internal feedback, and team's input.

Professional Experience

McLeodUSA/PAETEC

Telecommunications, fiber based CLEC

Director, Account Development, Wholesale

Aug 2007 – Nov 2010

Managed team of 13 Account Managers
Responsible for career planning and performance evaluations
Escalation point of contact for customer base
Reviewed and approved all customer credits
Developed training plans

Senior Manager, Wholesale and Indirect Channels

Jun 2006 – Aug 2007

Managed six Carrier Account Managers
Managed day to day workflow for Account Managers
Created process for new product releases

Carrier Account Manager, Wholesale

Oct 2001 – Jun 2006

Managed all customer orders through implementation
Responsible for customer satisfaction
Project managed complex fiber builds
Reviewed contract language and applied to each service

CAP Customer Project Manager

Jul 1998 – Oct 2001

Launched three wireless markets, managing implementation and deadlines.
Set schedules and due dates for every step of project with engineering, outside plant, operations
Coordinated with customer and set expectations.
Managed escalations for customers

Marketing Assistant

Oct 1996 – Jul 1998

Created central Excel database to manage all circuit information
Managed contract database
Inventoried circuits
Assisted sales with contracts

TeleCommunication Systems, Inc.

Aug 2011 - present

Client Services Manager State of Iowa

Manage all day to day activities for State wide Deployment of Wireless NG9-1-1
Encompass 115 PSAPs

Manage Contract compliance external and internal
Manage ongoing support of project and manage technical in state resource

Clients Services Manage Stat of South Dakota

July 2014 – present

Manage all day to day activities for State wide Deployment of NG9-1-1 Deployment
Encompass 29 PSAPs
Manage Contract compliance external and internal
Manage ongoing support of project

Relevant Information

Business English, DMACC
Leadership Competencies, PAETEC
Management Training, McleodUSA