

LEVI FREES

SR. PROJECT MANAGER

AUSTIN TX

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PROFESSIONAL SUMMARY

Strategic and technically proficient Senior Project Manager with 8 years of experience in enterprise support, network operations, and cross-functional project delivery. Skilled in launching net-new products, leading hardware and process rollouts, and building scalable support frameworks in complex operational environments. Trusted by leadership to manage high-impact initiatives, streamline workflows, and drive alignment across technical, legal, billing, and frontline teams. Experienced in Jira, Confluence, Oracle Service Cloud, and enterprise network technologies including Cisco Meraki and Fortinet.

EDUCATION

BACHELOR OF ARTS - ANIMATION
BETHANY COLLEGE | 2016

ASSOCIATE'S OF APPLIED SCIENCE -
VISUAL COMMUNICATION
HUTCHINSON COMMUNITY COLLEGE | 2013

SKILLS

Project Management: Jira, Confluence, Oracle

Networking: TCP/IP, VoIP, SIP, OSI Model, Metro-E

Enterprise Technologies: Cisco Meraki, Fortinet, Juniper, ADVA

Customer & Billing Systems: Salesforce, CSG, ICOMS, Agent OS*

Reporting: Tableau, BI Tools

Documentation: Technical Writing

Focus Areas: Process Improvement, Escalation Management, Training Delivery

EXPERIENCE

SPECTRUM ENTERPRISE

SR. PROJECT MANAGER | AUG 2022 - CURRENT

- Led cross-functional projects from kickoff through delivery, including device deployments, product launches, and internal process enhancements.
- Specialized in building scalable support frameworks for net-new products and services where operational stability is critical from day one.
- Managed end-to-end delivery of hardware rollouts (e.g. switches, routers, cameras, sensors) coordinating technical documentation, frontline training, and adoption strategies.
- Drove new product launch readiness by aligning product, billing, legal, and support orgs ensuring scalability and staffing coverage based on sales forecasts.
- Designed and implemented a Jira/Confluence workflow for project intake, tracking, and reporting that replaced fragmented methods enabling automation and alignment across the team; a time study on one key process showed a 30% efficiency gain.
- Sole PM granted authoring access in Oracle Service Cloud based on demonstrated technical documentation expertise and HTML proficiency.

MANAGER, ENTERPRISE TECHNICAL SUPPORT | FEB 2022 - AUG 2022

- Led a team of Technical Support Agents and Leads, managing both customer experience and technical performance.
- Oversaw support for high-profile enterprise clients requiring 24/7 service, ensuring escalations and incidents were handled effectively despite limited resources.
- Delivered technical coachings and career development, resulting in multiple team members advancing into engineering and leadership roles.
- Acted as the sole overnight leadership contact point across the support organization, independently managing escalations, documenting incident response, and coordinating handoffs to first-shift leadership and support.
- Created and delivered critical communications and training to keep the overnight team aligned with product rollouts, process changes, and support needs.
- Utilized BI tools, Tableau dashboards, and call data to monitor team performance, identify trends, and drive continuous improvement.

NETWORK ENGINEER I | OCT 2021 - FEB 2022

- Resolved complex, escalated network issues requiring advanced expertise in routing, switching, and enterprise telephony.
- Configured advanced telephone routing systems for high-profile enterprise clients.
- Led improvements to department-wide troubleshooting methodologies, including updates to technical documentation, instructor-led sessions, and recorded trainings.
- Worked hands-on with enterprise networking tools and hardware from Cisco Meraki, Fortinet, Juniper, Alcatel, ADVA, RAD, Innomedia, and Audiocodes.

ENTERPRISE TECHNICAL SUPPORT I & II | JAN 2020 - DEC 2020 - OCT 2021

- Provided inbound support across video, voice, and data services.
- Maintained detailed issue documentation and ensured resolution ownership.
- Join Premier Support based on top-tier technical and communication performance.
- Diagnosed Metro-E issues (E-Line, E-LAN, E-Tree) using OSI and TCP/IP expertise.
- Utilized tools including Salesforce, CSG, ICOMS, and Agent OS.

SPECTRUM BUSINESS

BUSINESS CLASS TECHNICAL SUPPORT LEAD | MAY 2018 - JAN 2020

- Handled escalations and led new hire training from onboarding to production readiness.

BUSINESS CLASS SUPPORT REPRESENTATIVE | APR 2017 - MAY 2018

- Provided inbound technical support for business-class services.