

Teonna Turner Leonard

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Skill Summary

A highly motivated and enthusiastic professional with diverse expertise in the following areas:

❖ **Government Management** ❖ **Project Management** ❖ **Strategic Planning** ❖ **Training and Development** ❖ **Customer Escalations** ❖ **Problem Solving** ❖ **Excellent Communication Skills** ❖ **Exemplary Customer Service Skills** ❖ **Project Implementation**

Experience

City of Atlanta Department of City Planning

Customer Service Manager, Senior

Dec 2018 – Current

- ❖ Responsible for managing and oversight of the customer service operation for the Department of City Planning. Under the Direct leadership of the Office of Buildings Director.
- ❖ Direct supervisor to 4 Customer Assurance Specialists/Permit Technicians
- ❖ The ombudsman for all customer escalations coming by way of the citizens, the Office of the Mayor, the Office of the Commissioner, and any other venue, for rapid resolution.
- ❖ Editor and scribe for all department wide publications, memorandums, public display messages, public and private communications.
- ❖ Responsible for establishing and implementing all soft skills training throughout the department. Working side by side with Human resources and organizational development to tailor training to the department and facilitate training accordingly.
- ❖ Responsible for managing numerous department wide projects relative to the permitting process, customer service, customer escalations, communications, affordable housing, international building code, queue management, internship programs and any other project assigned by the Director, Commissioner, and/or Mayor.

AT&T Authorized Retail/Spring Mobile

Divisional Business Account Manager

May 2016 – Dec 2018

- ❖ Responsible for sales and management of all business services. Business Manager for 19 stores in division with 8-10 reps on each team.
- ❖ Work with businesses to develop customized programs with specialized pricing and dedicated account management while maintaining open and clear communication with all business channels and internal partners.
- ❖ Manage and train a staff of 10 Reps in 19 divisional stores on the proper handling of business customers and business accounts.
- ❖ Work with business systems engineer to coordinate system design, service, install and training.
- ❖ Handle customer service escalations and business customer related issues across 19 stores

AT&T/YP

Account Manager

February 2007 – May 2016

- ❖ Responsible for developing long-term trusted advisor relationships with a portfolio of assigned customers connecting with key business executives.
- ❖ The liaison between customers and cross-functional internal teams to ensure the timely and successful delivery of AT&T's solutions according to the customer's needs.
- ❖ Operate as the lead point of contact for all matters specific to assigned customers.
- ❖ Identify growth opportunities and collaborate with sales teams to ensure growth attainment.

Military ***United States Navy***

Petty Officer 2nd Class

❖ **Distinguished Graduate Rear Admiral's Award Recruit Training Command Great Lakes, IL 2003**

Education ***Georgia State University Atlanta, GA***

Yuba College Marysville, CA

San Bernardino Valley College San Bernardino, CA

Journalism 2021-2023

Biology 1998-1999

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