

Robert P. Jones

Subject Line: Board of Police Commissioner Application: Robert P. Jones

Education:

Bachelor of Science Degree - Business Administration, May, 1994
Wayne State University

Work Experience:

Director of External and Legislative Affairs (09/1997 - 12/05/2022) - Retired
AT&T (Formerly Michigan Bell Telephone Company; Ameritech and SBC)

- Corporate Lobbyist with the responsibility of communicating and discussing AT&T's initiatives and issues with elected officials at the Federal, State, County and Municipal levels of government. This area of responsibility included the elected officials for seven counties and all the respective cities; townships and villages within.

Account Manager 05/1996 - 09/1997)

Ameritech (Formerly Michigan Bell Telephone Company

- Provided support to Michigan Bell Communications, Inc. (MBCI) Sales Team who had the responsibility of selling our products and services to our business customers. This included securing special pricing; service agreements; due dates for complicated services, etc.

Project Manager (05/1995 - 05/1996)

Michigan Bell Telephone Company

- Responsible for managing the rolling of 6K+ high speed data circuits within the state of Michigan from an analog monitoring system to "Teradyne" a digital monitoring system. Teradyne allowed us to detect a degradation of service in our high speed data circuits and get it corrected immediately without any service issues being experienced by the customer. I was able to get this rollover project completed in 11 months, one month earlier than the initial given date.

Administrative Manager (05/1993 - 05/1995)

Michigan Bell Telephone Company

- Managed a team of (8) Account Service Administrators who had the responsibility of managing/servicing accounts in the Finance Industry.

Account Service Administrator (05/1980 - 05/1993)

Michigan Bell Telephone Company

- Responsible to managing/servicing business accounts in the Insurance, Transportation and Finance industries.

Service Representative (05/1978 - 05/1980)

Michigan Bell Telephone Company

- Worked in a residential call center placing orders for new services; transfer of services and change of services.

Senior Commercial Clerk (05/1976 - 05/1978)

Michigan Bell Telephone Company

- Wrote orders transcribing Universal Service Order Codes (USOC's) for business customers from a 2nd generation data language to a 3rd generation data language.

General Commercial Clerk (05/1975 - 05/1976)

Michigan Bell Telephone Company

- Typed orders into a data system that upgraded our Universal Service Order Codes (USOC's) for business customers from a 2nd generation data language to a 3rd generation data language.

Boards/Organizations/Affiliations:

Executive Committee Member, Southern Wayne County Regional Chamber

Board Member, SER-Metro Detroit

Board Member, Jefferson East, Inc.

Board Member Neighborhood Service Organization

Member, Detroit Alumni Chapter - Kappa Alpha Psi Fraternity

Member, Metropolitan Church of God

References:

Mr. Todd Bettison, Deputy Mayor, City of Detroit

Ms. Eva Garza Dewaelsche, President/CEO, SER Metro-Detroit

Mr. David Lewis, President, AT&T Michigan