



Stephanie A. Parker

*Executive Director – Project Program Management
AT&T Mobile & Business Solutions*



In addition, based on key learnings and partnership with the EBM DevOps, the largest agile software development initiative across AT&T began that will revolutionize the way AT&T delivers, maintains, and bills network services.

Prior to her role in EBM, Stephanie was a Service Director leading a team of Service Executives supporting AT&T's largest customers with headquarters in the western region. In this role, she was responsible for the delivery of exceptional customer satisfaction for AT&T enterprise customers that generated annual revenues over \$500M. She led a Service Management team of 60 professionals, consistently exceeding customer satisfaction targets and maintaining improved performance levels across service delivery, network stability and assurance.

Prior to joining the Service Management organization, Stephanie was an Operations Director with AT&T Global Customer Care in Atlanta, GA. She led a team of over 350 service personnel delivering network services to AT&T customers with annual revenues greater than \$6B and an annual operating budget of \$20M.

Stephanie has held various operations and sales positions that included Operations Manager, Branch Compensation Manager, and Sales Manager throughout her career with AT&T.

Born in New Orleans, LA, Stephanie's career has taken her from New Orleans to Atlanta, GA, Los Angeles, CA and now Dallas, TX where she currently lives. Stephanie is a graduate of Xavier University where she earned a Bachelor of Science in Finance. Stephanie is married to Steven and they have a ten year old daughter, Kennedy.

Stephanie Parker is an Executive Director at AT&T supporting the President and CEO of the new Mobile & Business Solutions organization. Stephanie currently leads program management of critical initiatives to drive growth of AT&T mobile and business strategic services.

Prior to taking this new role in August 2014, Stephanie was Assistant Vice President in Emerging Business Markets (EBM) at AT&T in Plano, TX. In that role, Stephanie led the development of the AT&T Partner Exchange service operations mode. She built a team responsible for the end to end experience that began with deal registration through the installation, assurance and billing. Stephanie launched the team with the mission of creating a phenomenal experience while reducing installation intervals to generate revenue quicker for Solution Providers and AT&T. Within a year, Stephanie's team successfully delivered a model that reduced intervals by 50% from traditional operations.