



SABRINA L. POLOTE

Finance Professional

PERSONAL PROFILE

Constantly motivated to develop and promote both my personal and professional skills levels. My thirty-two years at AT&T has helped me nurture my organizational and managerial skillsets for continued growth while continuing to allow time for my community service involvement.

CONTACT

2725 Kayla Court
Atlanta, Georgia 30349

404.401.4021 (C)

spolote@bellsouth.net

EDUCATION

Spelman College
Atlanta, GA

Bachelor of Arts, Economics –
1985

AWARDS

- Outstanding Young American
- AT&T Leaders in Action
- AT&T President's Advisory Council
- AT&T Medallion Award
- Association of United States Army Outstanding Achievement Award - USO Volunteer
- The President's Volunteer Service Award Winner (2016 and 2017)

SKILLS

- Project Management
- Facilitation
- Leadership
- Teambuilding
- Organizational
- Communication

WORK EXPERIENCE

2013-Present | AT&T | Atlanta, GA

SENIOR PROJECT PROGRAM MANAGER - FINANCE

- Lead teams of 12-14 department heads to complete and implement work projects for AT&T Finance Credit Organization.
- Provide origination through post-delivery support projects on behalf of the Finance Credit organization from initiation through post-delivery following a four-to-six-week launch.
- Work with impacted business units to ensure all critical subject matter experts are included on the project team.
- Serve as the primary point of contact for all business process matters while also staying highly informed on any technical matters to ensure proper resolution.
- Engage project team members in effective conversation to identify and document the project scope, business requirements, assumptions, risks, and timeline/milestones.
- Draft and execute the applicable communication plan to ensure all stakeholders are updated on a regular basis.
- Take the lead on escalating issues which jeopardize project timeline or budget.

2000-2013 | AT&T | Atlanta, GA

LEAD CREDIT ANALYST - FINANCE

- Served as a liaison between AT&T and all credit vendors.
- Managed contracts valued at more than \$30 million annually.
- Responsible for AT&T Mobility's overall credit policy and that it is compliant with the Fair Credit Reporting Act.
- Implemented and developed statistical credit scoring model used in application process.
- Provided training and supported markets and call centers on issues related to credit.
- Management of Credit Analyst to provide necessary credit performance data.

1996–2000 | AT&T | Atlanta, GA

MANAGER OF CUSTOMER OPERATIONS – CREDIT AND COLLECTIONS

- Coached and developed 6 first level managers and 1 administrative assistant.
- Overall responsibility for workforce of 130 representatives.
- Managed monthly bad debt.
- Conducted interviews and training for department.

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SKILLS

- Project Management
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- Leadership
- Teambuilding
- Organizational
- Communication

WORK EXPERIENCE (cont.)

1993–1996 | AT&T | Atlanta, GA

TEAM MANAGER CUSTOMER OPERATIONS - CREDIT

- Provided direct supervision and development of 10-12 assistant managers.
- Represented department on several large projects including 770 area code split, 1996 Olympic planning and creation of Quality Action team.
- Administered all necessary human resources policies.

1990–1993 | AT&T | Atlanta, GA

CREDIT ANALYST

- Analyzed performance of credit scoring model.
- Trained and supported all credit representatives on the scoring models.
- Implemented second placement collection agency program.

COMMUNITY INVOLVEMENT

- AT&T Project Aspire – Volunteer
- Women of AT&T – Member
- AT&T Community Network Employee Resource Group - Member
- Stewart Foundation - Volunteer
- St. Anthony of Padua Catholic Church – Lector
- St. Anthony of Padua Catholic Church – Co-Chair Liturgical Environment
- St. Anthony of Padua Catholic Church – Human Trafficking Ministry
- National Alumnae Association Spelman College
- Spelman College Class of 1985 Reunion Co-Chairperson (2015, 2010, 2005, 2000, 1995)
- Spelman College MVP – Most Valuable Volunteer
- United Way Coordinator
- Junior Achievement
- Celebrity Read Participant - Clayton County Schools
- FBLA Judge
- DECA Judge
- Career Day Speaker