Antonio Shatila

Los Angeles, CA
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Open to remote roles and hybrid work in Los Angeles | Travel up to 75%

Professional Summary

Customer operations and service delivery professional with 12+ years across telecommunications, aviation technology, and financial services. Lead airport customer relationships and coordinate incident response and launch readiness with engineering and delivery teams. Bring national frontline support, performance reporting, and process improvement experience. Seeking a senior individual contributor role in operations and implementation.

Selected Impact

- **T-Mobile / Metro:** Cut frontline support response time from **24 minutes to 10 minutes** through operational and process improvements.
- **T-Mobile / Metro:** Led support readiness for Home Internet and eSIM launches; designed the Metro Puerto Rico customer experience, supporting **20,000 activations**.
- **T-Mobile / Metro:** Identified voicemail-loss risk in a proposed network refresh affecting **more than 500,000 Metro customers**; withheld approval and escalated to directors.

Core Skills

Service Delivery | Launch Readiness | Incident Coordination | Process Improvement
SLA and KPI Reporting | Training | Change Management | Cross-Functional Programs

Professional Experience

SITA | Los Angeles, CA

Customer Success Manager | Dec 2025 - Present

- Lead customer relationships and service delivery for Los Angeles World Airports (LAX), San Diego International Airport (SAN), and Hollywood Burbank Airport (BUR).
- Led operational readiness for a new airline launch and supported modernization at LAX's Tom Bradley International Terminal.
- Coordinate major incident escalations, customer communications, and root-cause follow-up across airport stakeholders, engineering, field service, and global support.
- Lead executive service reviews and SLA/KPI reporting; turn customer priorities and incident trends into actions with clear owners and deadlines.
- Track customer commitments, validate service reporting, and clarify support coverage and escalation paths with delivery teams.

Top Mortgage Company | Los Angeles, CA (Remote)

Customer Experience Manager | Jan 2024 - Dec 2025

- Simplified remote document uploads and electronic signatures, reducing friction for out-of-area borrowers.
- Built individual and branch performance dashboards to strengthen visibility, accountability, and coaching.
- Led customer experience and operational improvement across five locations, supporting approximately 80 employees nationwide.

Professional Experience Continued

T-Mobile US / Metro by T-Mobile | Los Angeles, CA (Remote)

Customer Success Manager | Oct 2020 - Nov 2023

- Led cross-functional customer experience programs for a prepaid business serving nearly 20 million customers; shaped frontline support for a 5,000-representative service organization.
- Partnered on fraud controls that reduced related calls and escalations by 80% within 90 days.
- Translated customer feedback and frontline insights into requirements, testing, training, and launch plans with Product, UX, Engineering, Marketing, Operations, and Learning.
- Contributed to a unified device-and-service purchasing journey and Customer Care sales initiative that recorded 106,000 orders and $3.6 million in revenue.

T-Mobile US / Metro by T-Mobile | Dallas, TX

Senior Manager, Customer Operations | Oct 2016 - Apr 2020

- Directed national support operations for 200 corporate stores and 10,000+ dealer locations.
- Led 3 direct-report managers and 10 matrixed managers, whose teams totaled approximately 70 employees; managed operational budgets and annual spending.
- Created a corporate retail support portal and introduced secure group messaging between Operations and Sales to speed issue resolution.
- Led six corporate store openings across four markets, including readiness for store managers and associates.
- Originated and led the conversion of existing original equipment manufacturer (OEM) accounts from free to paid service, increasing revenue and paid subscriber lines.
- Helped develop a Discounted Multi-Line Dealer Program that generated revenue and added subscriber lines.

T-Mobile US / Metro by T-Mobile | Livonia, MI

Senior Coordinator, Market Operations | Sep 2014 - Sep 2016

- Led Operations Excellence onboarding and train-the-trainer events for 200 trainers and operations managers.
- Used audit, promotion, fraud-prevention, and escalation insights to reduce escalations 30% and support bridge calls approximately 40% on promotional launch days.

Certification

Scrum Master Certified (SMC), VMEdu / SCRUMstudy - earned Jul 2020

Tools and Methods

Microsoft Excel | Performance dashboards | SLA/KPI reporting | Agile and Scrum

ITIL-aligned incident and change management

Languages

Bilingual English and Arabic