Antonio Shatila

Los Angeles, CA
323-421-0278 | Tony.Shatila@gmail.com
Open to remote roles and hybrid work in Los Angeles | Travel up to 75%

Professional Summary

Customer and partner operations professional with 12+ years across telecommunications, aviation technology, and financial services. Bring national dealer support, commercial program development, and training experience alongside current airport customer relationships. Work across customer, commercial, and technical teams to improve service readiness. Seeking a senior individual contributor role in partner success and enablement.

Selected Impact

- **T-Mobile / Metro:** Originated and led the conversion of existing original equipment manufacturer (OEM) accounts from **free to paid service**, increasing revenue and paid subscriber lines.
- **T-Mobile / Metro:** Helped develop a **Discounted Multi-Line Dealer Program** that generated revenue and added subscriber lines.
- **T-Mobile / Metro:** Led Operations Excellence onboarding and train-the-trainer events for **200 trainers and operations managers**.

Core Skills

Partner Enablement | Dealer and OEM Programs | Customer Relationships | Training
Launch Readiness | Cross-Functional Coordination | Executive Reviews | Service Delivery

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).
- Supported contract renewal through customer follow-up, service improvements, and coordination with commercial and delivery teams.
- Led operational readiness for a new airline launch and supported modernization at LAX's Tom Bradley International Terminal.
- Lead executive service reviews and SLA/KPI reporting; turn customer priorities and incident trends into actions with clear owners and deadlines.
- Coordinate major incident escalations, customer communications, and root-cause follow-up across airport stakeholders, engineering, field service, and global support.

Top Mortgage Company | Los Angeles, CA (Remote)

Customer Experience Manager | Jan 2024 - Dec 2025

- Developed escrow and title partnerships that secured preferred pricing for customers.
- Improved borrower communication, service consistency, and post-close engagement to support internal and returning-customer referrals.
- 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.
- 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.
- Led support readiness for Home Internet and eSIM launches; designed the Metro Puerto Rico customer experience, supporting 20,000 activations.
- Translated customer feedback and frontline insights into requirements, testing, training, and launch plans with Product, UX, Engineering, Marketing, Operations, and Learning.
- Identified voicemail-loss risk in a proposed network refresh affecting more than 500,000 Metro customers; withheld approval and escalated to directors.

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.
- Cut frontline support response time from 24 minutes to 10 minutes through operational and process improvements.
- 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.

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

Senior Coordinator, Market Operations | Sep 2014 - Sep 2016

- 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