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 success and operations professional with 12+ years across telecommunications, aviation technology, and financial services. Manage customer relationships and service delivery for three airports, connecting customer priorities with engineering and support teams. Bring executive service reviews, renewal support, and national customer program experience. Seeking a senior individual contributor role in strategic accounts and customer success.

Selected Impact

- **T-Mobile / Metro:** Partnered on fraud controls that reduced related calls and escalations by **80% within 90 days**.
- **T-Mobile / Metro:** 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 / 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

Enterprise Customer Relationships | Executive Service Reviews | Renewal Support
SLA and KPI Reporting | Escalation Management | Customer Advocacy | Launch Readiness

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

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.
- 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.

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.
- 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.
- Coordinated Welcome.US delivery across teams, helping provide support packages to nearly 18,000 refugees.

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.
- 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.
- 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.

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