

State of Florida



Public Service Commission

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TALLAHASSEE, FLORIDA 32399-0850

-M-E-M-O-R-A-N-D-U-M-

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DATE: November 15, 2010
TO: Ann Cole, Commission Clerk – PSC, Office of Commission Clerk
FROM: Toni J. Earnhart, Regulatory Analyst II, Division of Regulatory Analysis *TE*
RE: Docket No. 100427-TX; WonderLink Communications, LLC.

Please add the attached email/faxed correspondence to the CLEC application. The company provided an additional resume to the docket file.

Call 413-6532, if you have any questions.

Attachments

DOCUMENT NUMBER - DATE
09492 NOV 17 2010
FPSC-COMMISSION CLERK

WonderLink Communications

Phone: 850-450-2614
Fax:

Fax

To: Toni Earnhart

From: Jessica Duncan

Fax: 8504136533

Pages: 4

Re: Docket #100427

Date: November 16, 2010

Ms. Earnhart,
Please add the following document supporting managerial capability to Docket #100427 for WonderLink Communications, LLC. I have also sent the original hard copy via mail to you, per Paul Lowery's recommendation.

Thank you.

1285 Cypress Trace Dr, Melbourne, FL 32940

DOCUMENT NUMBER-DATE

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November 15, 2010

WonderLink Communications LLC
1285 Cypress Trace Dr.
Melbourne, FL 32940

Florida Public Service Commission
Department of Regulatory Analysis
2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

RE: Additional Information regarding Docket #100427: WonderLink Communications LLC, Application
for CLEC Authority

To Whom It May Concern:

WonderLink Communications, LLC submitted a request for CLEC authority with the Commission on
October 25, 2010.

Due to a recent addition to the management team, WonderLink wishes to amend the current CLEC
application to include the resume of another managing member who will serve as the President of
WonderLink Communications, LLC.

Please add the attached resume to the application under Docket #100427.

Cordially,



Andrew J. Duncan
Managing Member
WonderLink Communications LLC

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JAMIN L. WUNDERINK

Summary

A STRATEGIC PLANNER WITH EXECUTIVE PERSPECTIVE: Highly-trained and successful in executive roles and a Six Sigma Green Belt. Self-motivated, dedicated leader with extensive experience in: executive administration, telecommunications, project management, international business, systems development and implementation, training, marketing, customer service, change management, and call center management. Worked in private/public and non-profit industries.

Work Experience

Telecom Service Center

Director of Call Center

January 2010-September 2010 | Melbourne, FL

- > Directed activities of call center servicing multiple CLEC companies
- > Worked to integrate OSS systems, provisioning, and carrier order management with in-house systems
- > Facilitated system interaction with At&t, Verizon, and Qwest
- > Facilitated over 50,000 inbound calls (Sales and Customer Service) a day and 10,000 outbound calls
- > Established performance measurement tracking, reporting systems, and contingency plans

Implementation and Project Manager

September 2009 – January 2010 | Melbourne, FL

- > Integrated and trained on new software, hardware, programs, business rules, policies and procedures
- > Served as Point of Contact for 3rd party vendors (OSS systems, mail fulfillment, billing and merchant accounts, legal liaison)

Teen Mania Ministries

Director of Call Center (Sales & Customer Service Director)

August 2007-September 2009 | Acquire the Fire, Garden Valley, TX

- > Directed recruitment for 34 North American conferences totaling over 145,000 in attendance and ticket sales producing 8 million in revenue
- > Designed and implemented a CRM system for use with over 400,000 accounts
- > Executed a progressive external marketing plan and created an internal marketing plan including: incentives, employee training, and quality programs
- > Developed measurements and evaluations for call center new employee training and customer service training programs
- > Assembled new process flows, business rules, organizational charts and corporate partnerships
- > Created, trained and lead a task force to improve overall production of underperforming areas—abandonment rate from 12% to 4%, AHT 10 to 6 mins

Manager of Mobilization (Departmental Manager)

August 2004-August 2007 | Global Expeditions, Garden Valley, TX

- > Facilitated the sending of over 8,000 young people on overseas trips, generating over 15 million in revenue
- > Managed a team of 80 people
- > Built and maintained an extensive and continuous training/quality program, wrote manuals and call scripts
- > Created a reporting system to monitor the flow of inventory, legal documentation, and performance analysis
- > Formed an E-strategy team and created a viral marketing strategy
- > Decreased staff attrition rate from 75% to 20%

Global Expeditions

Project Director

Summers 2004 to 2010 and Winters 2006 to 2007 | Global Expeditions, Garden Valley, TX

- > Lead groups, ages 13-30, on 14 overseas missions trips, ranging from 2 weeks to 1 month
- > Coordinated and booked and all aspects of living accommodations in-country including lodging, transportation, tours, finances, and communications
- > Worked with global partners and international agencies to build strong relationships/partnerships to establish new trips for continued service
- > Facilitated leadership training and service project training for all participants
- > Created and maintained trip budgets, and handled all currency exchange for international trips

Education / Training / Certifications

Bachelors of Business Administration

Major: Management
University of Texas | May 2008

Associates In Liberal Arts

Tyler Junior College | May 2005

Diploma (top 10% of class)

Green Valley High school | June 2001

On the Board of Directors

Bridge the Nations (Thailand)

Six Sigma Green Belt

Six sigma.us | August 2010

Trained in the following systems:

AS400, Avaya IP agent, Call Center Anywhere, CentriVu, CMS Supervisor,

Entice, Oracle, Micros, Microsoft Office, Microsoft CRM 3.0, Mini Tab, Time clock Manager, X-lite.

Executive Track, May 2008-June 2009

David M. Hasz

Organizational Leadership, Nov. 2007

College of Call Center Excellence

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True North Leadership Training
November 2004 Global Expeditions

Website Optimization, November 2008
Marketing Sherpa

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Toni Earnhart

From: Fax Server [FaxAdmins@psc.state.fl.us]
Sent: Tuesday, November 16, 2010 3:38 PM
To: Toni Earnhart
Subject: 8502547852 1015, 4 page(s)

Attachments: FAX.TIF



FAX.TIF
(84 KB)

You have received a new fax. This fax was received by Fax Server. The fax is attached to the message. Open the attachment to view your fax.

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Number of Pages: 4
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From (ANI): 1015
Sent to DID: 6533

Duration of Fax: 0:01:24
Transfer Speed: 14400

Received Status: Success
Number of Errors: 0
Port Received On: IPF_PORT_0012

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