

Contact

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Top Skills

Continuous Improvement
Training Strategy
Requirements Gathering and Analysis

Jenn Farrell

Associate Director @ Uniti Group Inc. | MBA, Project, Platform and Process Strategy
Rochester, New York Metropolitan Area

Summary

Strategic and results driven leader with almost 15 years of experience in telecom operations, supporting Enterprise, Wholesale, and Consumer customers. Over the course of my career, I have consistently advanced into broader leadership roles, building my expertise from the ground up and expanding responsibilities every few years. I specialize in leading cross functional teams, aligning operational performance with strategic business goals, and delivering operational excellence through scalable solutions.

My team serves as the conduit between business teams and IT, guiding process development and acting as the pass through for technical delivery. We support projects end to end, from gathering requirements to testing, process documentation, training, and communication, ensuring seamless execution and adoption. Along the way, we focus on reducing costs, improving response times, and elevating customer satisfaction while creating environments where teams succeed and innovation is encouraged.

I excel at connecting strategy with execution, turning high level vision into day to day action through agile project management, stakeholder alignment, and data informed decision making.

Core Strengths:

- Operations Leadership
- Business and IT Process Integration
- Cross Functional Collaboration
- Program and Project Management (Agile and Scrum)
- Process Improvement
- Performance Measurement
- Team Development
- Strategic Planning

Always open to meaningful connections and future collaborations.
Let's connect!

Experience

Uniti Group Inc.
Associate Director
February 2023 - August 2025 (2 years 7 months)
Rochester, New York, United States

Windstream
11 years 4 months
Staff Manager
2021 - February 2023 (2 years)
Rochester, New York, United States

Senior Consultant
2020 - 2021 (1 year)
Rochester, New York, United States

Consultant
2018 - 2020 (2 years)
Rochester, New York, United States

Supervisor
2016 - 2018 (2 years)
Rochester, New York, United States

Quality Analyst
2014 - 2016 (2 years)
Rochester, New York, United States

Support Specialist
November 2011 - 2014 (3 years)
Rochester, New York, United States

Education

SUNY Brockport
Master of Business Administration - MBA · (2020 - 2022)

SUNY Brockport

Bachelor of Science, Communication Studies; Interpersonal & Organizational
Communication

Monroe Community College

Associate of Science, Liberal Arts