
Facsimile Cover Sheet

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Date:	10/27/2013
Pages including this cover page:	6

Comments:

Please note my experience with unemployment. The attached states it all.

Joel Brody

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October 25, 2013

Governor Nikki R. Haley
Office of the Governor
1205 Pendleton Street
Columbia, SC 29201

Governor Haley:

RE: Unemployment Process Appeal # was **1313726**. Decision NO: **2013-A-15635**

On May 28, 2013, I was asked to retire from Verizon Wireless LLC since I had worked for them over 18 years. At the time, I had been paying child support, had medical issues requiring frequent visits to many doctors, plus medication. I declined Verizon Wireless' "offer" and was terminated for cause on June 26, 2013.

I applied for unemployment the following week beginning 6/30/13 and was automatically denied unemployment because I was fired for cause. That was on 7/19/2013 when I received the letter. I immediately appealed the decision on 10/1/2013, some six weeks later and had it reversed on 10/13/2013.

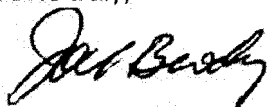
When I posted my job search on line, in July, the site wouldn't let me on. When I called it in, the auto-responder wouldn't let me on, so when I tried to contact unemployment directly. I went to the Greenville facility off Pleasantburg Road who showed me how to log on, but was told to contact unemployment hotline. When I did, I was told I had to re-register. Adding more time to the process.

I understand budget restrictions required making staff cutbacks, but during the six and a half years I worked in South Carolina, unemployment was deducted from my paycheck every pay period. So far, it has been four months since I have received a dime from unemployment. My savings is exhausted. The State of New Jersey is breathing down my back for back child support, and a system I was counting on let me down.

I am attaching a copy of my attempts to find work at age 60. If you have any open positions in any of your offices near Greenville, I would apply for them.

This whole experience seems like a Kathleen Sebelius nightmare.

Yours truly,



Joel Brody
Jb:jb
Enclosures

Joel Brody

Record of Work Seeking Activities

For State of South Carolina

Date of Contact	Employer Contacted	Type of Work Sought	Type of Contact R or In prsn	Employer Response Results
07/07/13	Robert Half Technology	Network Help Desk	Resume	Waiting
07/08/13	Windstream	Spec I-ERC Data/Voice Tech	Resume	Waiting
07/10/13	Real Page	Network Analyst	Resume	Waiting
07/10/13	Outlook Solutions	Telecom Analyst	Resume	Waiting
07/10/13	CDI	Help Desk/Support	Resume	Waiting
07/16/13	Apex Systems	Help Desk	Interview	No jobs
07/10/13	Keshan Cnsltng	Network Analyst	Telephone	No jobs
07/19/13	TD Bank	Customer Service	Resume	Waiting
07/22/13	MDI Group	Help Desk/Support	Resume	Waiting
07/24/13	Bon Secours/ St Francis	Desktop Analyst II	Resume	Waiting
07/24/13	Robert Half Technology	Technical Help Desk	Resume	Waiting
07/25/13	Perceptis	Help Desk/Custom Svce	Resume	Waiting
07/27/13	Birch Communications	NOC Network Data	Resume	Waiting
07/29/13	AGFA	Service Desk Specialist	Resume	Waiting
08/02/13	Windstream	Help Desk Support	Resume	Waiting
08/03/13	Windstream	Network Analyst I	Resume	Waiting
08/04/13	Windstream	Network Translations	Resume	Waiting
08/14/13	Robert Half Technology	Help Desk / IT	Resume	Interview
08/14/13	Robert Half Technology	NOC Network Data	Resume	Interview
08/14/13	Robert Half Technology	Help Desk II	Resume	Interview
08/15/13	AFL Telecom	Customer Service Supervisor	Resume	Waiting
09/02/13	Windstream	Assoc Network Analyst-NOC.	Resume	Waiting
09/02/13	Teletech	Technical Support Repr	Resume	Waiting

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For State of South Carolina

Date of Contact	Employer Contacted	Type of Work Sought	Type of Contact R or In prsn	Employer Response Results
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09/02/13	Global Lending Services -	Help Desk II Technician	Resume		Waiting
09/05/13	Alorica	Help Desk Tech	Resume	Interview	Declined
09/03/13	United Health Group	Help Desk Technician	Resume		Waiting
09/06/13	Teksystems, Anderson	Desk Side Support	Resume		Waiting
09/06/13	Scansoft, Greenville, SC	Technical Business Spec.	Resume	Interview	Waiting
09/06/13	Genesis 10, Grnvil SC	Switch Tech NOC	Resume		Waiting
09/09/13	F2ONSITE, Grnvil SC	Field Service technician	Resume		Waiting
09/09/13	TD Bank, Grnvil SC	Customer Service Rep	Resume		Declined
09/09/13	Apex	Helpdesk Support candidates	Resume	Interview	Waiting
09/09/13	Kelly Services	PC Technician	Resume		Waiting
09/09/13	Axelon Services		Resume		Waiting
09/16/13	Acentron, Inc	Desktop Support Technician	Resume		Waiting
09/16/13	Compucom	Desktop Support Technician	Resume	Interview	Declined
09/16/13	Bon Secour Hospital	Desktop Support Technician	Resume		Waiting
09/20/13	Modis	Consulting	Resume	Interview	Waiting
09/26/13	Apex	Windows 7 Migration	Resume	Interview	Declined
09/27/13	Home Depot	Customer Service	Resume		Waiting
09/30/13	Cynergies	Help Desk II	Resume	Interview	Waiting
09/30/13	Lowe's	Customer Service	Resume		Waiting
10/01/13	Fluor	Windows 7 Migration	Resume	Interview	Declined
10/01/13	22nd Century Tech	Help Desk Technician	Resume	Interview	Waiting

Date of Contact	Employer Contacted	Type of Work Sought	Type of Contact R or In prsn	Employer Response Results	
10/10/13	Ask Staffing	Technical Support	Resume		Waiting
10/11/13	Regional Management	Help Desk I/II	Resume	Interview	Waiting
10/14/13	Select Group	Technical Support	Resume		Waiting
10/14/13	Keshav Consulting	Network Analyst	Resume	Interview	Waiting
10/14/13	Infotree	Help Desk Analyst	Resume	Interview	Waiting
10/14/13	Allon Hill	Technical Support	Resume		Waiting
10/15/13	Peter Kazella & Assoc	UPS Field Technician	Resume		Waiting
			Resume		
10/21/13	Windstream	Assoc Technician NOC	Resume	Interview	Declined
10/22/13	Charter Comm	Cust. sales & svce	Resume		Waiting
10/23/13	TL Marketing	Cellular Sales	Resume		Waiting
10/25/13	City of Anderson	GIS Tech	Resume		Waiting
			Resume		Waiting
			Resume		Waiting

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1003 Neely Farm Drive
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Experience

September, 2007 to
 July, 2013.

Verizon Wireless LLC 701 Brookfield Parkway, Greenville, SC 29680.

Coordinator Technical Support II

- Troubleshoot Customer's cellular data/feature handsets, to determine customer issue. The cellular device, the network or user error and strive for first call resolution using supplied diagnostic tools.
- Check daily reports for any known equipment issues, network issues, and software issues and send out replacement equipment.
- Write trouble tickets for outages in customer's area and report resolution of tickets to customer when complete.
- Educate customer on proper use of their equipment and on-line Verizon Wireless self-service that customer could reference in the operation of their devices and their service plan.

September, 2004 to
 September, 2007

Verizon Wireless LLC 3601 Comverse Drive, Wilmington, NC 28403

Coordinator Technical Support I

- Taught 611 new hires and supervisors how to use various Verizon Wireless tools to trouble shoot customer equipment issues and Verizon Wireless Feature add on services. Created and printed learning materials before all learning materials were available on line.
- Volunteered to set up study groups for A+ Network + CCNA courses off site.

September, 1997 to
 September, 2004

Verizon Wireless LLC 6 James Street Morristown, NJ 07961

Lead Coordinator//611 Tech Support

- Assigned 611 agents off line projects addressing system performance Issues.
- Taught 611 new hires and coached team how to use company provided tools, when creating trouble tickets to Network Repair Bureau
- Responsible for Troubleshooting device issues with customers and find cause of issues; equipment, user or network and opened trouble tickets with NRB and ITSC when necessary.
- Replaced equipment when eligible under warranty.
- Participated in weekly roundtable discussions revising equipment page used by customer service, training, sales and other national departments.

May, 1995 to
 September, 1997

Bell Atlantic Mobile 6 James Street Morristown, NJ 07961

Multi-Regional Team.

- Received Circle of Excellence award for outstanding customer service.

PROFICIENCIES:

Microsoft Word, Excel, Outlook, Access, Power point Lync, Lotus Sametime, , Windows XP, Vista, 7,8, Windows 6, 7 and 8 for smart phones. Apple Smartphone iOS 4, 5, Android Operating Systems Frogurt, Ice Cream Sandwich. Blackberry OS 4.5, 5, 6. Remedy Trouble ticket system, CDMA 850 and 1900 MHz 3G and 4GLTE technologies. Network Translations (for roaming voice and data), VOIP.

EDUCATION:

NEW YORK INSTITUTE OF TECHNOLOGY, Bachelor of Fine Arts in Communications

CHUBB INSTITUTE, Help Desk Technology

BLOOMFIELD COLLEGE, A+ and Network + Courses to get certificates

COMP TIA A+ CE Certification