

## Donna Freeman

### **Network Operations Manager and Engineering Project Manager, TelNet Worldwide (TelNet)**

Donna Freeman is an engineer with a passion to help people understand technology and how it works. She readily makes herself available to help internal/external customers when service issues arise. Donna is responsible for the coordination and implementation of new technologies within TelNet's network infrastructure. She also works closely with both leadership and the Network Operations team to ensure maximum service availability and top performance for our customers.



Prior to joining TelNet, Donna worked for Cavalier (LDMI, a TALK America company) in the customer service department. She has over 20 years of customer service experience which led her to the technology industry. While at Cavalier, she received her CCNA and was promoted to the engineering team. Then she went on to work for GM and Ford as a Network Planner and Network Engineer. She joined the TelNet family in 2010, and has worked her way up through TelNet's engineering department. This allowed her to grow in VoIP which is now her passion. She recently received her Scrum Master certification which allows her to be more effective in her role as Engineering Project Manager.

In her free time, Donna enjoys giving back to the community of those less fortunate. Every year she travels to Mexico to volunteer her time in Bible education work. Donna loves museums, art, reading and hanging out with friends.