

Nevin Bruce

Lead, Executive Social Media Care

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Top performer for 18+ years at T-Mobile in technical support, troubleshooting complex issues, and high-impact customer escalations. I design and build internal tools and automations with Power Automate, SharePoint, Microsoft Forms, and Power BI that scale support operations, cut manual handling time, and give leadership real-time analytics. I partner closely with engineering and senior leadership to resolve technical challenges and turn escalations into lasting process improvements. I am a daily user of modern AI developer tools including Cursor, Claude Code, GPT/Codex, Grok, Hugging Face, n8n.

EXPERIENCE

Lead, Executive Social Media Care

June 2023 – Present

- After successfully implementing Slack workflows, I was selected to lead Power Automate development during the transition to Microsoft Teams.
- Leveraged AI to develop flow logic, expressions, and custom Adaptive Card JSON components for production Power Automate workflows using Microsoft Forms, SharePoint, and Excel. These workflows manage VIP escalations, permission requests, time-off coordination, and other flows — actively used daily across Social Media and Corporate Communications.
- Drove AI adoption across the team by teaching peers and leadership practical prompt engineering strategies and real-world use cases.
- Handpicked by a Senior Engineering Manager to build custom SharePoint and Power Automate tools that helped their team troubleshoot and close cases much faster.
- Received direct recognition from the CEO for rapid troubleshooting that restored critical service for a customer affected by a hurricane.
- Own high-profile escalations for the President, VPs, and senior leadership.

System Experience Analyst · REACH Program (Business IoT) — Extended For Performance

Jul 2021 – Feb 2022

- Identified a production bill-injection bug giving free service to canceled accounts; partnered with engineering to land the fix — **\$220K+ recovered, with ongoing monthly savings.**
- Proposed an alternate solution that avoided a \$1.2M spend instead of a full system rebuild, while keeping customer satisfaction high.
- Built Power Automate flows and Power BI dashboards to track issues and automate weekly reporting, eliminating hours of manual work.
- Rewrote troubleshooting and known-issue docs in Adobe Experience Manager, reducing handle time and improving customer satisfaction.

Social Media Coach · T-Vision (Layer3) Coach

Aug 2018 – 2023

- Revenue Squad Lead; **#1 overall performer for 2022** while driving sales and team performance.
- Led community and team-culture initiatives across the organization and brought the newly acquired Layer3 team up to T-Mobile standards for customer satisfaction.

T-Force Senior / T-Force Specialist / Solution Center / STC / PDA

2008 – 2018

- Consistently #1 performer across multiple technical support roles.

\$220K+

recovered from a bill-injection bug I reproduced and drove to fix

\$1.2M

avoided via a workaround proposed in lieu of a system update

★ 2024 PEAK Award ★

T-Mobile's highest honor. Awarded to only ~0.03% of ~75,000 employees. Received an all-expenses-paid trip to Hawaii for the impact of my workflows.

DAILY AI STACK

Cursor Claude Code GPT / Codex
Grok Hugging Face n8n

SELF-HOSTED & LOCAL AI

Docker Ollama OpenWebUI
OpenClaw

AUTOMATION AND TOOLS

Power Automate Power BI
SharePoint MS Forms Teams
Slack Obsidian AEM

CORE STRENGTHS

Technical Solutioning Escalation Mgmt
Systems Analysis Exec Comms
Documentation Coaching
Prompt Engineering

COMMUNITY OUTREACH & EVENT PLANNING

- **All Breed Rescue.** Organized and led a cross-department event to support animals at a local rescue.
- **Children's Hospital.** Coordinated a multi-team effort to build and deliver care packages.
- **Park Clean-Ups.** Planned and ran recurring clean-up events to keep local parks in great shape.