

# Name

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## QUALIFICATIONS

Outstanding background of leadership in Call Center Management with a record of success revitalizing and restructuring call center operations. Extensive experience implementing cultural change, retraining management, and driving dramatically improved customer statistics. Highly analytical, innovative, and organized with a history of developing effective strategies for growing profitability and streamlining operations. Adherent of TQM principles, training, and metrics. Excellent communicator and team leader, known for creating and implementing processes, procedures, and metrics and motivating staff to succeed. Team recipient "*Call Center of the Month*" from *Com Network* multiple months. Team recipient of the *CP "Teamwork Award"* five times.

- ◆ Call Center Vision & Strategy
- ◆ Purchasing & Budgeting
- ◆ Customer Service & Sales
- ◆ Organization & Staffing
- ◆ Personnel Training Programs
- ◆ Team Building/Leadership
- ◆ Policies/Procedures/Metrics
- ◆ Total Quality Management
- ◆ Six Sigma Green Belt

## CAREER ACHIEVEMENTS

**Staff Retention:** Increased retention rates at all locations. In five years, *CP* went from 99% turnover to 6%. *Polymer Group* dropped turnover from 27% to 11% in less than 2 years.

**"Best" Call Center:** For *Com Network*, recognized as the number 1 call center out of 13. Ranked among the top 3 for each metric. For *CP*, implemented changes in work environment which dramatically lowered turnover and allowed the center to meet budget. Rated as #1 call center 3 years in a row.

**Call Center Standardization:** Standardized processes and procedures over 4 sites for *Polymer Group*. Increased call center metrics significantly, improved morale and lowered turnover.

**Call Center Improvement:** Moved *Com Communications* call center from ranking number 21 of 26 sites to #2 in less than 2 years. Drove an increase in sales of 20%.

## PROFESSIONAL EXPERIENCE

COM NETWORK, City, State

2008-Present

### *Director of Customer Service Center*

- Direct all customer service operations as well as Sales and Commercial Business Services for 1600 employee site; establish and maintain budgets of more than \$45M.
- Create and execute procedures to improve efficiency and effectiveness of department. Provide strategic direction and leadership in regards to customer satisfaction, quality assurance, employee engagement, and performance management.
- Introduced a culture of Servant Leadership through training, leading by example and employee development.
- Improved all measured statistics and met all company goals in six months. Currently ranking #1 or #2 in all stats out of 13 sites companywide.
- Moved site QA average scores from 87% to 94% and ranking up to #1 site in the company.
- Won companywide Call Center Contest ranking as the number one call center in the company two months in a row and was the first site to ever win the contest.

POLYMER GROUP, City, State

2006-2008

### *Director of Customer & Client Services*

- Managed four Customer Service locations (3 in USA; 1 in Canada) with up to 50 employees within four strategic functional areas: Industrial, International, Machinery and Retail businesses.
- Analyzed call center culture, developed and executed change within call centers from reactionary to proactive style; standardized all customer service functions among the four call sites.

PROFESSIONAL EXPERIENCE*(continued)*

- Developed and implemented a new Career Path Program and new Incentive program that included major company KPIs. Turnover improved from 27% to 11% annually.
- Drove improvement in call center metrics: Scheduled Adherence improved from 80% to 97%; Quality Monitoring increased from 75% to 92%; Abandon Rates lowered from 18% to 7%; Price Holds decreased from 30+hours to 5 hours.

COMPANY, City, State

2004-2006

***Director of Operations***

- Supervised call center with over 600 employees and a budget of \$18M in newly created insurance based call center with 2 locations.
- Developed training, new process and procedures, and reorganized both the call flow and personnel.
- Motivated and coached staff and drove Service Levels from the high 50%'s to the mid 80%'s on a volume of over 2 million calls.
- Improved Quality Scores from 85% to 90% in less than six months and met call center goals in five months.

COM COMMUNICATIONS, City, State

2002-2004

***Director of Customer Care***

- Led all customer service operations as well as Sales, Commercial Business Services, Telephony and Back Office processing.
- Developed a sales culture for a year-old organization that was aggregated from branch offices and moved statistics for transitioning to sales from 12% to 60% in eight months.
- Improved the success of the sales force dramatically: Sales did not meet goals from January through May and began to hit and exceed goals from June through December. Yearly goal was met.
- Spearheaded improvement in Service Levels from 67% to 94% in less than two months and met all company goals in nine months.
- Reduced turnover from 67% to 43% in first year.
- Increased telephony subscribers in the *State Com* system from 10 new subscribers per day to over 500 per week.

COMPANY / CP Capital, City, State

1997-2002

***Director of Customer Service Operations***

- Directed all customer service operations; reorganized the call center organization, improved morale, and created career paths. Reduced turnover from 99% to 6% in five years.
- Proposed and won approval for new scheduling system (TCS) which allows improved efficiencies and manageability of call center personnel.
- Reduced budget non-compliance by 5% in less than three months.

EDUCATION AND TRAINING

WESTERN KENTUCKY UNIVERSITY, Bowling Green, Kentucky

***Bachelor of Science in Industrial Engineering***

ICS, City, State

***Bachelor of Science in Electrical Engineering*****Dynamic Leadership for Supervisors****Interactive Management Techniques****Six Sigma - Quality Improvement Program Training****Total Quality Management****Diversity Training**