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EXECUTIVE CUSTOMER SERVICE PROFESSIONAL

Professional Summary

Highly accomplished professional with over fifteen years of experience in all key facets of customer service and sales management, including systems development, TQM principles, training and statistics.

Background is highlighted by significant contributions to increased profitability and productivity while streamlining large-scale operations.

Motivated, results-driven individual with excellent organizational and analytical skills. Relates well to others at all levels and devotes total effort to the successful completion of any task.

Areas of Expertise

Customer Service	Staff Supervision
Budgeting	Sales
Total Quality Management	Inventory Control
Problem Solving	Staff Training
Purchasing	Policies & Procedures

Professional History

COMPANY NETWORK

2008 - Present

Director of Customer Service Center – Direct all customer service operations as well as Sales, and Commercial Business Services to ensure quality customer service while maintaining and exceeding company goals. Establish and maintain budgets related to all areas mentioned above, which exceeds \$45 million. Managed over 1600 employees at this site.

- Improved all measured statistics and met all company goals in six months. Currently ranking #1 or #2 in all stats out of 13 sites company wide.
- Moved site QA average scores from the 87% to 94% and ranking #1 in the company
- Develop a Servant Leadership culture. The site had serious Leadership issues as they had run without a Director for close to 6 months. There was favoritism, poor treatment and lack of engagement from the supervisor level and up. Through training, leading by example and development this was improved dramatically.
- Won company wide 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

2006 - 2008

Director of Customer & Client Services – Managed, motivated and directed up to 50 employees within four strategic functional areas; Industrial, International, Machinery and Retail businesses. Managed four Customer Service locations, with three being in the United States and one being in Canada.

- Instrumental in leading a Cultural Change within the company from a reactionary to a more proactive style.
- Standardize all Customer Service functions among the four call sites.
- Created and implemented a new Incentive program that included major company KPI's
- Help develop and implement a new Career Path Program
- Instrumental in implementing and improving Call center metrics.
 - Scheduled Adherence improved from 80% to 97%
 - Quality Monitoring improved from 75% to 92%
 - Abandon Rates improved from 18% to 7%
 - Price Holds improved from 30+hours to 5 hours
 - Turnover improved from 27% to 11%

COMPANY

2004 - 2006

Director of Operations – Managed motivated and coached over 600 employees in a newly created insurance based call center with two separate locations. Developed training as well as new process and procedures, reorganizing both the call flow and the personal to improve efficiency, along with managing over 2 million calls per year with a budget of over \$18 million.

- Instrumental in improving Service Levels from the high 50%'s to the mid 80%'s.
- Improved all measured statistics and met all company goals in five months.
- Improved Quality Scores from 85% to 90% in less than six months.
- Manage multiple inbound call center sites, with over 600 employees.

COM COMMUNICATIONS

2002 - 2004

Director of Customer Care – Direct all customer service operations as well as Sales, Commercial Business Services, Telephony and Back Office processing to ensure quality customer service while maintaining and exceeding company goals. Establish and maintain budgets related to all areas mentioned above, which exceeds \$10 million.

- Instrumental in improving Service Levels from the high 60%'s to the mid 90%'s in less than two months.
- Improved all measured statistics and met all company goals in nine months.
- Develop a call center culture. The call center had just been formed a year before I arrived and was still running like a “Mom and Pop Store” due to its development by transitioning branch offices.
- Developed a sales culture within the call center, moving transitioning to sales from 12% to 60% in eight months.
Improved the success of the sales force from not meeting sales goals from January through May to meeting or exceeding all goals from June through December, allowing the year-end goal to still be meet.
- Reduced turnover from 67% to 43% in first year.
- Instrumental in implementing Telephony into the Kansas Cox system. Started with from adding about 10 new subscribers a day to over 500 in a week.

COMPANY – COMPANY

1997 - 2002

Director of Customer Service Operations – Direct all customer service operations to ensure quality customer service while maintaining and exceeding company goals specializing in call center operations. Establish and maintain budgets related to the customer service area, which exceeds \$7 million.

- Instrumental in obtaining a new scheduling system (TCS) which will improve efficiency and manageability of call center personnel.
- Reduced budget non-compliance by 5% in less than three months.
- Reorganized the call center organization to improve morale, create a career path, and better encourage teamwork.
- Reduced turnover from 99% to 6% in five years.
- Obtained Green Belt in Six Sigma Quality Improvement processes.

AUTO CLUB SOUTH

1993 – 1997

Service Center Manager – Managed motivated and coached over 200 employees in a fast paced call center, answering over 1.4 million calls per year with a budget of over \$3 million. Handled all member inquiries and complaints related to their accounts.

- Instrumental in implementing a new Computer Aided Dispatch (CAD) system, which increased productivity and manageability of the dispatching process.
- Increased productivity 15% in less than one year while ensuring quality.
- Reduced abandon rates by 60% in one year.
- Decreased the center's overall cost-per-call by 5%.
- Improved morale.

Service Center Development Manager – Responsible for the coordination and standardization of three phone centers.

- Organized and developed a training department to handle all training needs of the centers.
- Coordinated the development of a new Disaster Preparedness & Recovery Plan.
- Developed and implemented a productivity indicator that measured employee performance.
- Developed and implemented two “Employee of the Month” programs.
- Instrumental in determining staffing allocations for each center.
- Managed the technical support team, which handled all technical problems.

STATE POWER & LIGHT

1983 – 1993

Customer Service & Sales Manager – Managed motivated and coached over ninety employees along with the Commercial and Residential Sales forces in SPL’s City branch office. This included the Front Counter Operations that accepted payments and required proper balancing procedures, along with the Claims Department that responded to damage claims from both customers and contractors. Oversaw a budget of over \$5 million. Handled all customer inquiries and complaints concerning customers’ accounts.

- Designed and opened a new regional phone center within time and budgetary constraints.
- Increased productivity 10% in four months within the organization.
- Center was ranked #1, with the company’s two top performers reporting through my organization.
- Helped eliminate old procedures that slowed progress and implemented a more empowered workforce.
- Established a new budgeting system to more efficiently track expenses.
- Created an evaluation sheet for employees to use to rate their supervisors.
- Implemented a new sales program into the company and consistently met or exceeded all goals.

Customer Service Supervisor – Supervised twenty-two employees, ensuring high quality customer service was delivered and maintained budgets.

- Reversed the statistically worst phone group from the bottom to the top position within five months.
- Gained control of four previously uncontrollable quality indicators within two months.
- Heavily involved in operational activities in TQM, which lead to winning the Deming Prize in Quality.
- Instrumental in writing the company’s corporate QID training manual, “Quality in Daily Work.”

Academic Credentials

Bachelor of Science, Industrial Engineering
Western Kentucky University

Bachelor of Science, Electrical Engineering
ICS

Other Training

Dynamic Leadership for Supervisors
Interactive Management Techniques
Six Sigma - Quality Improvement Program Training
Total Quality Management
Diversity Training

Past Board of Director for the City Police Athletic League (CAL)
Past Board of Director for the City Workforce Development Board

WILLING TO TRAVEL/RELOCATE, REFERENCES AVAILABLE UPON REQUEST