

## CORPORATE TRAINING / MANAGEMENT

### Profile

Creative leader with the flexibility and initiative to encourage my team to reach goals and drive performance to new levels. Results driven, self-motivated, skilled communicator; corporate trainer and metrics expert, specializing in sales, operational information and client relations.

### Professional Accomplishments

- Facilitated design and training for over **200 representatives** in **4 call centers** on new software implementation. Training completed & agent-usage at requested levels by deadline.
- Introduced finance department to HardMetrics reporting; saved **\$50,000 in salary** revenue the first month.
- Payroll Process Improvement; formulated solutions focusing on a streamlined and accurate payroll reporting system, overcoming the challenges of constantly changing contracts.
- Payroll Process Improvement; standardized payroll department codes across all locations. **Simplified payroll hours** tracking & supported hours reduction company-wide.
- Improved performance throughput for the team based on data analysis, training & coaching of direct reports, to achieve contractual obligations for **10 consecutive months**.
- Suggested changes in agent call handling protocol; predicting a **5% increase** in JD Powers' results.
- Identified changes to agent call handling protocol to reduce AVG 60 min call times by **6%**
- Compiled data resulting in a **3% decrease** in transfer requests by customers speaking to offshore agents.
- Managing all design and GUI changes to Qjac; combined with accurate and comprehensive reporting based on data derived through Qjac, generated over **\$2 Million in revenue**.
- Working with a team of peers, reduced a 200 hour training package by 40 hours. Average savings per class = **\$46,000** for each following class.
- **Invited by the client (AT&T LD) to consult** with the curriculum design team, affecting improvements to the training material for all vendor and client training.
- Earned **5 promotions** during the first 3 years at TCIM Services.
- Recognized throughout a tri-state area as **Subject Matter Expert** for wireless technology & handsets.
- Received the **Superstar Challenge award** for top sales in a tri-state area.

### Professional Experience

#### TELERX MARKETING INC

2011

#### Project Coordinator II (HardMetrics project management) - Contract

- Designed and implemented training project to re-introduce newly redesigned reporting software to entire company. Training rolled-out and completed on time.
- Administrated & supported management of reporting software (HardMetrics) handling over **50 programs** and **2800+ metrics** for approx 5000 employees in 5 call center locations.
- Offering insight to better and more efficient management of HardMetrics software (Call Center Performance Manager), involved with major redesign of data input, validation & new version training. Support project roll-out company-wide.

#### TCIM Services Inc.

2000-2010

#### HardMetrics Implementation Manager, (2007-2010)

- Managed HardMetrics Call Center Performance Manager Software; a centralized resource for all performance data across the company. Facilitated validation of all Inbound & payroll data; created and published reports.
- Trained all management, from first level operations up to (& including) the company President on the practical use of HardMetrics Call Center Performance Manager and how to apply HMCCPM derived information to daily operational demands. Supported transition of HMCCPM information to identification of performance improvement areas at all levels of operation.

- Member of Payroll Process Improvement team. Facilitated meetings; compiled & distributed meeting progress reports. Identified problems & formulated solutions, focusing on the goal of an accurate payroll tracking and reporting system. Required to remain flexible and imaginative to overcome the challenges of constantly changing contracts.
- Coordinated with the payroll manager to standardize information tracking and naming conventions. Supported reliable payroll processes & reduced cost.
- Monitored all data, reviewing for data integrity & timely updates to datasets. Also reviewed for abnormalities in performance trends.
- Attend regularly scheduled, recurring calls for different departments gathering feedback on improvements, changes, report & training requests for HMCCPM.
- As a side project; facilitated design and training for new software implementation. Managed logistics and trainers; travelling onsite when required.

### **External Training & Quality consultant, Reporting Manager & Team Lead (Clients/SBC & Accenture), (2004-2007)**

- Responsible for training 100% of TCIM team members, also trained first level client (ACN) contact & supporting reporting staff members.
- Attend daily conference calls with client(s) for agent monitoring, consulting on vendor process changes & improvements & client requests.
- Acted as first point of contact with client for all reporting needs. Second point of contact for team management.
- Compile information gathered from the monitoring team. Generate reports directed towards improvement of service levels, consumer perception or cost savings.
- Partner with language certification team, compile data, generate reports.
- Manage all design, GUI changes & reporting through Qjac, a web based quality monitoring and reporting system.

### **Nat'l Training Coordinator, Training Manager, Lead Trainer (Client: AT&T Long Distance), (2000-2004)**

- Attend regular meetings with clients, offering insight on training trends.
- Evaluate & gather feedback on training material, offer feedback to client on necessary changes &/or improvements.
- Designed & updated training material based on internal or client demands.
- Managed logistics around classrooms, materials, schedules & other needs for a group of 12 trainers & 10 classrooms on a consistent rotation, including training new-hire classes as needed.
- Monitor, coach & develop training staff, encouraging professional growth.

### **VOICESTREAM (T-MOBILE) WIRELESS**

**1998-2000**

#### **Retail Sales Rep, Subject Matter Expert for wireless technology**

- Discovering a need for advanced knowledge regarding wireless technology and handsets; performed research and located experienced resources such as tower engineers and handset manufacturer representatives.
- Received recognition throughout the region and earned the title Subject Matter Expert for wireless technology.

### **Education**

Extensive experience and accomplishments equal to a Bachelor of Professional Studies; interested in pursuing degreed education specific to my profession at the first opportunity.

### **Skills and Experience**

- Analytical thinking, decision making and problem solving skills.
- Excellent personal communication skills including client interaction, conflict resolution, and high stress situations.
- Project management : Leadership, Negotiations
- Microsoft Word, Excel (VBA), PowerPoint, OneNote, Project, WebEx & HardMetrics software