

Sunny Finch

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Experienced Customer Service Manager of 20+ years with a successful history in sourcing, staffing, and training the next generation of customer service professionals. Skilled in working in various industries with a passion for cultivating positive relationships, with clients from diverse cultural and organizational backgrounds. Adept at identifying process improvement opportunities to enhance operational efficiency.

Skills:

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| <ul style="list-style-type: none">• Coaching strategies, training, and agent career growth• Strong communication, interpersonal & presentation skills• KPI and metrics management of large scale teams• CRM Software (LivePerson, Zendesk, Salesforce, SIGNet, Gingr) | <ul style="list-style-type: none">• Social media marketing & email distribution• Office management & scheduling• Inventory tracking and management• Operation management and process implementation• Cross-Functional Leadership |
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Experience:

2023-2023

General Manager, Village Pet Care

- Managed all aspects of a premier dog daycare, boarding, grooming, and training facility averaging \$2.4M in yearly revenue.
- Built, recruited, trained, & led a team of 20+ employees including front desk CSR's, reservation agents, daycare attendants, bathers, and dog trainers.
- Set, implemented, and optimized company policies, to ensure a smooth and functional operation.
- Developed new customer relationships and maintained existing customer relationships through account research and face to face interactions.
- Applied performance data (P&L reports, KPI's) to forecast needs of the business and to evaluate and improve operations.

2022-2023

FBO Coordinator, Signature Flight Support

- Received and processed customer requests to dispatch to line service personnel and service reps
- Assisted visitors with luggage, arranging car services, shipping and receiving of packages, and special requests
- Handled invoicing of services and fuel transactions, in accordance with company procedures
- Worked with fellow coordinators to ensure FBO was equipped for daily flight schedule
- Assisted line service personnel as needed with marshaling aircrafts, wing walking, placing chocks and cones for safety, and deboarding aircrafts
- Spearheaded front desk organization for new standardization policies

2019-2022

E-Comm Inventory Manager, Honorsocietyorg LLC

- Maintained daily records of incoming and outgoing shipments via IMS
- Created detailed reports for adjustments, inventory operations and stock levels
- Evaluated new inventory, ensuring quality of product are up to standard
- Maintained and nurtured partnerships with supply vendors and warehouse

2017-2019

Director of Client & Member Relations, Honorsocietyorg LLC

- Defined and implemented standard operating procedures for CS and Admin departments
- Maintained all client/vendor relationships
- Maintained and renewed member benefit partnerships
- Coached and trained incoming member relations reps
- Oversaw offshore agent productivity, utilization, and KPI's
- Assisted member relations team via phone, email, and chat with escalations regarding member benefits, website changes, membership questions, and member store purchases

2016-2017

Member Relations Lead, Honorsocietyorg LLC

- Assisted members via phone, email, and chat in a courteous and efficient manner, while responding to member inquiries regarding member benefits, website changes, and membership questions.
- Revised and developed agent macros/canned messages for use in Zendesk agent platform.
- Created training materials for CS team and partnered vendors.
- Engaged members through company social platform: regulated member blogs and reviewed incoming member feedback for changes.

2011 - 2016

Contact Center Team Lead, Knoah Solutions

- Successfully launched three sales chat programs (AT&T, Travelzoo and Choice Hotels)
- Managed sales chat teams (Travelzoo, Intel and Samsung)
- Implemented and maintained recruiting process with outsourced staffing agencies
- Designed and implemented training program for incoming agents and refresher training for seasoned agents
- Coached and managed over 100 agents on metrics and KPIs
- Client liaison for calibration and operational reviews
- Created, analyzed, and presented statistical reviews for clients and agents
- (Hired as Chat Agent in 2011, promoted to Senior Chat Agent in 2013, promoted to Team Lead in 2014)

Professional References:

Tanya Fetchenhier Years known - 9 702-875-2396	Mikal Calvert Years known - 5 702-906-3481	Jan Bishop Years known - 4 561-345-5945
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