

# Jessica Claire

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## PROFESSIONAL SUMMARY

Driven customer success expert with 20+ years of managing cross-functional support teams and day to day operations. Recognized and awarded for exceptional leadership, project performance, and identifying and capitalizing revenue opportunities including retention initiatives. Offers a deep commitment to organizational success through strong relationships and process development. Dedication to cultural leadership, nurturing, and serving others with a progressive, big-picture focus. Accomplished, innovative and analytical with drive to act proactively especially in data metrics and reporting. Dynamic team-player and communicator with an unrivaled work ethic. Expert in auditing technology, processes and policies with a commitment to resolve inefficiencies and risk while streamlining procedures and exceeding daily objectives and long-term goals.

## ACCOMPLISHMENTS

- Retention initiative led to an average revenue increase of 17%
- Average annual operational savings of \$84,000
- Mentored, nurtured and developed staff increasing their marketability and value leading to 46.7% to be promoted to higher positions including management
- Team attrition rate 13.3%
- Created positive succession plan which strengthened employee satisfaction by 22%
- Team Excellence award for its first 2 years of 2019 and 2020
- Quality Assurance averages 91%
- Awarded "Agent of Change" by CEO

## SKILLS

- Business Process Improvement
  - Metrics Analysis & Reporting
  - Workforce Management
  - Systems Maintenance
  - Auditing
- CRM
  - Zoho
  - Cloud Telephony
  - Budgeting /Financial Planning
  - Team Leadership & Development

## WORK HISTORY

**CONSULTANT** 05/2021 to CURRENT

**George Mason University | Fairfax, VA**

- Audited of organization's processes, performance, hiring practices, training, quality and management systems.
- Improved agent performance, motivation, job satisfaction, onboarding, training programs and management practices.
- Liaise with customers, management and sales team to better understand customer needs and recommend appropriate solutions.
- Identified and reinvigorating KPIs, SLAs, NPSs and analyzing feedback, observing consumers and collecting surveys. CSat's increasing 7% monthly.
- Generate reports detailing findings and recommendations to C-Suite on progress, budgeting, P&L, and planning.

**DIRECTOR OF CUSTOMER RELATIONS** 10/2016 to 01/2021

**Clinicomp | San Diego, CA**

- Directed 20+ onsite and offshore member advisors, 3 team leads and 1 supervisor in member support
- Established and led Customer Service Task Force with membership, training, certifications, sales, marketing, and finance to influence critical business growth outcomes.
- Proposed annual operations budget with industry benchmarking, analyzing profit and operations margins, managed/reported profit and loss quarterly. Average ops savings \$84,000.
- Designed and facilitated classroom training modules which decreased learning time by 50% and increased test scores by average of 20%.
- Managed hiring, training, coaching, development, conflict resolution, performance improvement plans, terminations.
- Conducted annual performance evaluations to assess progress and recommend professional growth plans.
- Committed to mentoring, nurturing and developing staff increased their marketability and value leading 46.7% to be promoted to higher positions including management.
- Developed documentation for Microsoft CRM and case management systems and lead User Acceptance Testing (UAT) to manage 200,000+ client accounts.
- Collaborated with IT, Scrum Master and PMO departments to achieve CRM requirements, documentation and training.
- Established and maintained workforce management playbook to include schedule adherence, shrinkage, utilization while forecasting staff levels, seasonality and expected workloads.

**DIRECTOR OF CUSTOMER SUPPORT** 09/2007 to 10/2016

**Rockstar Games | Andover, MA**

- Built customer service unit for start-up vacation touring agency from 1 admin to 30+ seat offshore call center, 20+ sales agents including 8+ leaders and managers.
- Co-Director of Operations leading organization through its inaugural \$5 million+ year and average growth of \$2,000,000 annually.
- Steadily surpassed sales goals by 21% per quarter.
- Served as liaison to C-suite, legal team, vendors and clients for maintenance of contracts, revisions and compliance which led compliance growth to 93%.
- Established policies and core procedures across sales, customer service, training, and quality assurance departments - Avg. QA score 91%.
- Established and monitored standards, best practices and metrics by employing recognized and comprehensive benchmarks.

**ASSOCIATE DIRECTOR OF SUPPORT, TRAINING & QUALITY** 09/2001 to 11/2007

**VXI Global Solutions, Inc | City, STATE**

- Hired as Team Manager overseeing team of 100+ sales and customer service agents in 400+ seat call center for real-time management of staffing and contact queues to achieve agreed service levels.
- Promoted to Training and Quality Assurance Manager, spearheading departments and facilitators for programs of key clients such as Verizon, DirecTv, Audible, and Vonage across customer service, sales, quality and technical support functions.
- Designed, amended and implemented training curriculum, coaching, and on floor development processes to achieve learning objectives of new-hire agents while accelerating learning curve.
- Facilitated continuous trainings encompassing sales techniques, product knowledge, processes, soft skills, call-handling, technical support and CRM.
- Promoted to Associate Director of Customer Support, Training & Quality Assurance.
- Established and reinvigorated KPIs, SLAs, NPS, reporting out to C-suite and business units with suggested revisions to meet and exceed organizations goals.

## EDUCATION

**Associate of Science | Business Administration**  
**University of Phoenix, Tempe, AZ**