Lou Jardino

**Call Center Operations: Consulting (Onshore, Nearshore, Offshore)- Call Center Sales: Forex, Real Estate Seminar Leads, Business Opportunity.**

**Agent Training, Sales, Customer Service Manager, Customer Service Supervisor, CRM Experience, Dialer Operations, Recurring Credit Card Decline Salvage, Medical or Invoice Fee Recovery, Coaching, Communications, Campaign Development, Agent and Campaign Script Writing, Telecom Management**

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Authorized to work in the US for any employer

# Work Experience

## Call Center Manager / Marketing Consultant

Great Destinations Inc - Santa Ana, CA February 2020 to April 2020

I was tasked with rebuilding a Call Center for the Travel Industry, mainly Time Share. I was also working with their Internet Marketing Group to design Copy to fit with the Call Center Goals.

Unfortunately, due to the Covid 19 we were forced to close the Center.

Skills Utilized:

 Microsoft Office (including Excel, PowerPoint, and Word)

 Familiar with several Customer Relations Management Software’s

 Contact Center Technology (VOIP, Headsets, Auto/Predictive Dialers

 Voicemail automation solutions

 Research-oriented; I enjoy learning about prospects and customers to able to train Agents to find innovative ways of engaging with them to drive sales

**Manager and Chief Operations Officer** Customer Service Collective - Saint George, UT, and Jamaica May 2016 to January 2020

Near Shore Call Center Development in Jamaica. Consulting, Operations Manager. Customer Service and Sales Agent Training, started with 5 Agents and expanded to over 150 Agents. Customer Relations Management Experience, Recurring Credit Card Decline Salvage Fee Recovery Campaigns, Medical and Invoice Fee Recovery, Insurance, Medicare Transfer Campaigns, Dialer Operations, Script Writing, Campaign Development, Telecom Systems Manager.

* Supervised Weekly Agent Training
* Ability to deal with difficult prospects and customers to train Agents to remain driven and positive even in the face of adversity to transform angry callers into mutual resolutions and turn prospect leads into sales
* Managed Day to Day Operations

## Merchant Account Arbitrator

Future Business Strategies - Saint George, UT February 2014 to April 2016

Negotiated with the Bank and the Customer's credit card charges to come to a mutual resolution.

## Sales Agent, Closer: Call Center

Independent Contractor for Various Companies - Saint George, UT February 2010 to March 2014

Independent Contractor to do Sales, Sales Training, for various companies. Sold a myriad of products, also was an Arbitrator between the Merchant (Banks) and the Customer to find a reasonable resolution to move forward.

## Sales Floor Manager: Call Center

ABD - Saint George, UT February 2003 to January 2010

Sales Floor Manager: Call Center: Closer: 2-part Sales Process for Internet Business Opportunities, Real Estate Training, Forex Training, Closed for Openers, Trained Sales Reps, Ran day to day operations of the sales floor.

## Sales Representative, Opener, Closer

AB Vending - Saint George, UT December 1997 to April 2003

Sales Representative on a Call Floor started out as an Opener, then advanced to a Closer of Internet Business Opportunities, Vending machines sales and training, Real estate Opportunities and Training. • Supervised floor sales

# Education

## High school or equivalent, and 2 years of college in Business Management

UCLA, Cal State LA - Los Angeles, CA September 1976 to June 1979

# Skills

* Agent training (10+ years)
* Scheduling
* Operations (10+ years)
* Inventory Management
* Microsoft Word
* Call Center Script Writing (10+ years)
* retail sales (10+ years)
* Sales and Customer Service Team Building (10+ years)
* Team Building
* training
* Excel
* Sales Management
* Filing
* Microsoft Office
* Time Management
* Marketing
* Consulting
* CRM Experience
* Materials Management
* Telemarketing
* Procurement
* Purchasing