



Dustie Mercer

SENIOR SERVICE & OPERATIONS LEADER



ABOUT ME

Experienced service and operations leader with skills that transcend industries, demonstrated by company longevity, measured results, and continuous professional advancement.

Favorite Quote

Why fit in when you were born to stand out?

-Dr. Suess

Experience

19 years

Measured Expense Savings
2010 to Current

\$5.5+ million

2019 Overall Customer
Satisfaction

9/10



CAREER

ChaCha

Business Dev. Manager

Contact Center Manager

Renaissance

Sr. Director, Operations

Sr. Director, Contact Center

Director, Contact Center

2000

2002

2004

2006

2008

2010

2012

2014

2016

2018

2020

RCI

Business Liaison

Supervisor

Sales Coach

Vacation Guide

FinishMaster

Director,

National Contact Center



Eleven Fifty
Academy
Vice President,
The Journey



RESULTS

\$1.3 million

Value of errors uncovered after implementing controls for key department functions. Over 50% off losses recovered.

\$80,000

Contract labor savings following a department functional analysis and restructure, which also resulted in **2X** the number of completed initiatives through Q3 2020 compared to the year prior.

\$2.5 million

Labor expense savings over 18 months after changing the customer service peak staffing methodology, which also led to 12 straight months of meeting service level guarantees.

20%

Call volume reductions by adding self-service option, also contributing to cost avoidance of \$1MM labor expense.

208%

Improvement in employee retention over 18 months after implementation of employee engagement program, which also resulted in a **20%** increase in employee satisfaction.



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OTHER



CONTACT CENTER
INDUSTRY EXPERT

Conference Speaker & Facilitator

Top 50 ICMI Twitter Thought Leader

ICMI Advisory Board & Faculty Member



PREDICTIVE INDEX

Certified Analyst



INDIANA UNIV PURDUE
UNIV INDIANAPOLIS

2011 - Bachelor, General Studies



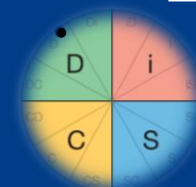
ELEVEN FIFTY ACADEMY

12/2020 - Web Development

Gold Badge



BEHAVIOR PROFILES



ENTP
THE VISIONARY

