Jason A. Henson

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Professional Summary

Professional, dedicated and result driven individual possessing over twenty years of leadership/supervisory experience and over twenty-five years of experience overall within the telecommunication, business information, processing and contact center environment.

Professional Experiences

IBM Indianapolis, IN   **May 2017 – June 2020**

IBM Client Sr. Support Specialist   May 2017 – May 2020
- Transitioned from AT&T to IBM as a Subject Matter Expert supporting and training the AT&T contracted product and processes and developing teams of individuals in the Philippines and India.
- Accomplished results by working closely with the sales account teams to ensure complete and accurate orders were submitted to downstream partners.

AT&T Indianapolis, IN   **June 1995 – May 2017**

AT&T Client Support Specialist   May 2013 – May 2017
- Responsible for successful order submission including pre-sale design and pricing, post sales order submission of complex Ethernet services including AT&T Switched Ethernet, AT&T Dedicated Ethernet, AT&T Virtual Private Network, AT&T Dedicated Internet and several legacy optical services.
- Successful in minimizing cycle times leading to increased internal and external customer satisfaction, and acceleration of revenue generation by decreasing the time for customer order to billing.

Operations Manager   May 2009 – May 2013
- Named as the coordinating leader for the Indianapolis High Speed Internet (HSI) center for leadership development.
- Led a team of twenty Customer Assistants in AT&T Tier 1 Technical Support Center and supported Layer 1 troubleshooting for AT&T High Speed Internet (HSI) as well as troubleshooting for email and other services bundled with HSI.
- Coached and developed team members by providing monthly Agent Quality Scores (AQS) and created and closed out monthly Growth Action Plans (GAP).
- Leveraged skills learned from Behavior Focused Feedback, Management System and Operating Control (MSOC) training completed through AT&T continuing training for leaders.

Manager Quality/M&P/Process   May 2004 – May 2009
- Managed the transformation of Small Business Customer Care (SBCC) process by replacing internal paper forms with web-based forms. Created and maintain front end forms for Concurrent Required Data Set application in the over the wall (OTW) partition.

- Leveraged his skills in HTML and JavaScript to create interactive web-based forms. This allowed the organization to reduce average handling time, average hold times, average wait times but allowing online agents to off-load manual, lengthily tasks to offline or outsourced agents.
- Maintained, updated and created desk level procedures for customer billing inquires, disputes, adjustments and compensation housed on company intranet repository.
- Responsible for participating on projects to develop business requirement documents (BRD) for AT&T projects pertaining billing and adjustments, disputes and regulatory compliance for accounts services by the Step Out Billing System (SBS) and Thrifty billers.
  Also responsible for writing test cases for UCT, UAT and regression testing for the SBCC.
- Member of the Billing Recovery Team (BRT) and participated in weekly calls with IBM and Large Business Customer Care to address existing and emerging billing issues. Created advisories, Method and Procedures (M&P's) and agent scripts. Also worked with regulatory compliance and the business unit attorney to ensure scripting and M&P's meet company, regulatory and legal requirements when appropriate.

Professional Education/Certificate

Purdue University - Lafayette, IN
Certificate eCommerce Development

Indiana Wesleyan University - Marion, IN
Bachelor of Science Business Information Systems

Indiana University - Bloomington, IN
Public Financial Administration