

GENERAL MANAGER AND BOARD MEMBER

Executive Profile

High performing Customer Relationship Management / BPO executive with proven experience managing high growth/complex operations serving diverse industries to include wireless, technology, insurance, healthcare and consumer services. A change agent with a well-documented history of growing assets and expanding client relationships by setting effective strategic direction, building a platform for consistent operational execution and proactively developing talent, processes and a culture of continuous improvement. Professional Strengths Executive & General Management* Strategic Planning Operations (Multi-Channel Contact Center, etc.) * Business Development P&L Management * Account Management Talent and Organizational Development * Cross-Functional Leadership Selected Achievements As Senior Vice President of Operations at ASURION, proactively reengineered operations, enabling revenue to grow from \$400 million to \$2 billion in two years, while improving margins, customer satisfaction and subscriber retention.

Professional Experience

01/2011 to 01/2013

General Manager and Board Member Company Name - City , State

- A client of CMP that provides case intake solutions to the legal industry).
- Lead a team of 100 associates in all facets of business operations to include contact center, client services, sales, and financial management.
- Proactively implemented a strategic plan and reengineered business operations, resulting in a 100% increase in revenue, and a 51% increase in client retention in less than two years.
- After a positive liquidity event at ASURION, chose to leave the corporate environment to have more time to raise my two sons as a single parent and achieve my goal of becoming an entrepreneur).

01/2007 to Current

Chief Executive Officer Company Name - City , State

- 000 independent contractors, and managed a P&L of \$250 million.
- His expertise includes strategic planning, call center/BPO operations, customer relationship management, business development, account management, and Human Resource Management.
- As an entrepreneur, he has started two businesses, helped start two others, and completed dozens of consulting and service brokering engagements for clients.
- Clients have included, PEROT Systems (Revenue Cycle Management), MERCK (PBM), EAPC (Behavioral Health) DELL, SONY, Verizon, T-Mobile, Discover, BRIGHTSTAR, TRUSOURCE Labs (Nest/Google), and Citigroup.
- Mr.
- Thomas currently serves as the Founder and CEO of Contact Management Partners, LLC, an operations consulting and business process outsourcing partner that helps organizations to better acquire, retain and optimize their customer relationships and effectively scale/manage operations.
- CMP provides practical, hands on consulting that focuses on ensuring the right strategy, people, process and technology are in place and aligned, to ensure a satisfying customer experience and profitable bottom-line.
- Mr.
- Thomas is a graduate of the University of South Florida and resides in Franklin, Tennessee with his two sons, Christopher and Michael.

01/2004 to 01/2006

Senior Vice President of Operations and Executive Team Member Company Name - City , State

- 2 billion global organization providing insurance and roadside assistance services to the wireless industry).
- Reported to the Chief Executive Officer.
- Lead the claims processing, customer service, technical support, and roadside assistance groups in all facets of business operations.

- 3,000 associates located in five locations, a network of 10,000 independent contractors, and a P&L of \$250 million.
- Clients included Verizon Wireless, T-Mobile, Cingular, and Alltel.
- Proactively improved operations and inter-company collaboration resulting in \$100 million in additional revenue, cost per claim reduced by 40%, reshops by 16% and customer satisfaction scores increased from 84% to 93%.

01/2003 to 01/2004

Vice President of Business Development Company Name - City , State

- Start-up venture founded by the former CEO of Client Logic, providing offshore business process outsourcing services within the APAC region).
- Reported to the President and helped create the sales division.
- Acquired a Physician Practice Group, establishing the organization within the healthcare marketplace.

01/2002 to 01/2003

Senior Vice President Company Name - City , State

- 500 million global provider of BPO services).
- Reported to the Chief Operating Officer.
- Lead a team of 2,500 associates in four locations, providing customer care, sales, and technical support services.
- Managed a P&L of \$80 million and supported clients to include; DELL, Sony, Microsoft, EarthLink, and Sears.
- Reengineered operations to grow revenue by \$11 million and margin by 7%.
- Led a global best in class initiative that reduced organizational attrition by 40%.

01/1997 to 01/2001

VP General Manager Company Name - City , State

- A \$500 million CRM /e-CRM outsourced solutions provider to the Fortune 500).
- Reported to the President/EVP Operations.
- Responsible for all facets of business operations to include strategic account management, operations, and business planning.
- 2,400 associates within two locations and a P&L of \$70 million.
- Clients included Merck Pharmaceutical, MCI World Communications, JC Penney, TY, Citibank, HBO and Harland.
- Implemented operating processes and a sales support presentation that resulted in the Corpus Christi business unit being designated as the organization's "model" site to be used for all major prospective client visits and as a learning place for best practices.
- Proactively grew a client from \$4.5 million to \$22 million within 30 months, and another client from \$6.5 million to \$16 million in under one year.
- Produced approximately 29% of the divisions revenue and 35% of gross profit while utilizing 18% of total assets.

01/1994 to 01/1997

Chief Operating Officer and Executive Team Member Company Name - City , State

- A TOP 50 Call Center Outsourcing Company specializing in B2B and B2C sales).
- Reported to the Chief Executive Officer.
- Lead 300 associates in three locations in providing inside sales services to clients in telecommunications, financial and consumer services.
- Functions include account management, HRM, FP&A, and a P&L of \$12 million.
- Proactively improved quality assurance practices that reduced cancelled sales from 5% to 1%.
- Improved recruiting processes that resulted in 100% of staffing objectives to be met within a labor market with 2% or less unemployment.

01/1993 to 01/1994

Director of Tele Company Name - City , State

- 127 million direct marketing division providing home furnishing products).

- Reported to the President.
- Lead customer service, sales administration, human resources, and vendor relations.
- Implemented a total process re-engineering that resulted in improved service levels (55% to 90%) and reduced claim resolution time by over 50%.
- Implemented a consultative selling strategy that increased sales by 4.9%.
- Developed an inside sales initiative that produced \$3 million in new revenue.

01/1986 to 01/1992

Director of Staff Development Company Name - City , State

- 1.3 billion direct marketing and electronic retailing organization).
- Reported to the CEO of HSC and then the SVP of Human Resources for HSN.
- Responsible for all training and development for 7,000 associates and leaders at multiple locations throughout North America.
- At the request of senior management, served in a variety of special assignments to include starting the customer service department at Canadian Home Shopping, Union avoidance within a distribution center, and turning around both a travel start-up, and an acquired reservation company.
- Proactively developed a program to recruit and train older workers that produced a flexible workforce, increased sales, and reduced labor cost.
- HSN received a Business Partnership Award and American Legion Employer of the Year Award.

Education

Bachelor of Arts : Pre-Law University of South Florida

Skills

account management, a P, B2B, Behavioral Health, business development, business operations, business planning, business process, Call Center, consulting, Contact Management, customer relationship management, CRM, Client, Clients, customer satisfaction, customer service, customer care, DELL, direct marketing, entrepreneur, senior management, financial, financial management, FP&A, gross profit, Human Resource Management, Human Resource, Human Resources, inside sales, insurance, legal, Logic, management consulting, market, network, organizational, process re-engineering, processes, quality assurance, recruiting, selling, sales, sales support, staffing, strategy, strategic, strategic planning, technical support, telecommunications, vendor relations