

C. Pete Connor

Director of Customer Experience & AI Strategist

Dallas-Fort Worth Metroplex

Phone: 682-500-5159

Email: cpeteconnor@gmail.com

LinkedIn: [linkedin.com/in/cpeteconnor](https://www.linkedin.com/in/cpeteconnor)

Summary

Accomplished Customer Experience (CX) leader with expertise in leveraging **Artificial Intelligence (AI)**, **Machine Learning (ML)**, and **Data Analytics** to optimize customer experiences and operational performance. Proven track record in driving significant improvements in key performance metrics, including:

- **93% First-Call Resolution Rate**
- **70% Increase in Referral-to-Appointment Conversions**
- **33% Improvement in Service Delivery Speed**
- **25% Reduction in Operational Costs**
- **20% Boost in Net Promoter Score (NPS)**
- **20% Increase in Customer Satisfaction (CSAT)**

Expert in designing and implementing **Voice of the Customer (VoC)** systems, advanced **SaaS & CRM platforms**, and data-driven decision-making frameworks. Recognized for strategic leadership, cross-functional collaboration, and a commitment to continuous improvement.

Core Competencies

- **AI & Machine Learning Applications**
 - Predictive Analytics
 - Natural Language Processing (NLP)
 - AI-Powered Tools Development
- **Customer Feedback Systems (VoC)**

- Real-Time Sentiment Analysis
 - VoC Program Design
 - Customer Journey Mapping
- **Advanced SaaS & CRM Platforms**
 - Zendesk
 - Totango
 - RingCentral
 - Salesforce
- **Data Analytics & Visualization**
 - Microsoft 365 & Excel
 - Google Sheets
 - Power BI
 - SQL & Python
- **Cross-Functional Collaboration**
 - Sales, Marketing, & Product Alignment
 - Team Leadership & Mentorship
 - Stakeholder Engagement
- **KPI Management & Reporting**
 - Performance Monitoring Tools
 - Dashboard Creation
 - Strategic Planning & Execution
- **Process Optimization**
 - Standard Operating Procedures (SOPs)
 - Workflow Automation
 - Operational Efficiency
- **Strategic Leadership**

- Customer Experience Roadmaps
 - Retention Strategies
 - Digital Transformation Initiatives
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Professional Experience

Director of Customer Experience Innovation & AI Solutions and AI Strategy

Upwork | February 2024 – Present

- **Developed AI/ML Customer Feedback Systems** to capture actionable insights, guiding leadership decisions and enhancing customer satisfaction.
 - **Impact:** Achieved a **20% increase in customer sentiment metrics** and a **15% rise in customer satisfaction ratings**.
- **Created ROI Visualization Models** that improved decision-making speed and accuracy for CX initiatives.
- **Collaborated with Data Analysts, CX Strategists, and Marketing Teams** to influence CX planning and multi-channel execution.
- **Directed the Design of CX Roadmaps**, implementing targeted feedback mechanisms.
 - **Impact:** Led to a **33% improvement in service delivery speed** and an **18% reduction in operational costs**.
- **Drove Stakeholder Buy-In**, leading to a measurable rise in overall satisfaction rates through improved insights and response strategies.
- **Designed and launched MindMeld GPT**, achieving **95% decision-making accuracy** and **reducing processing time by 25%**, transforming customer support workflows.
- **Increased NPS scores by 15 points** and **reduced task completion time by 50%**, driving operational efficiency.

- **Delivered a 30% reduction in claim denials for healthcare organizations, recovering an additional \$2M in annual revenue through predictive modeling.**
- **Built an AI-driven chatbot, improving user satisfaction by 15 points and decreasing onboarding time by 30% through automated training solutions.**
- **Streamlined workflows with advanced automation, saving \$1M annually by reducing manual interventions and error rates.**

Director of CX Operations

Stride Care | September 2019 – February 2024

- **Led a Team of 70 CX Professionals**, increasing referral-to-appointment conversions by **70%** and raising first-call resolution from **74% to 93%**.
- **Reduced Cost per Contact (CPC) by 18%** through analytics and automated workflows while maintaining service quality.
- **Fostered Cross-Departmental Collaboration** with Sales, Marketing, and Product teams, creating a unified approach to patient engagement.
 - **Impact:** Reduced Gross Monthly Recurring Revenue (MRR) churn by **10%**.
- **Established a VoC Program** that improved patient trust by **15%** and served as a template for other departments.
- **Implemented Workflow Optimization** using automation tools like RingCentral and Totango.
 - **Impact:** Improved response times by **27%**, increased agent productivity by **15%**, and enhanced data accuracy.
- **Developed Comprehensive Training Programs** for Zendesk proficiency, reducing agent onboarding time by **30%** and improving first-call resolution rates by **17%**.

Director of CX Operations

OpenDoor | August 2016 – August 2019

- **Directed a 50-Member CX Team**, ensuring consistent, high-quality support.
- **Implemented Feedback Loops and Automated Solutions** that increased customer satisfaction by **20%** and retention by **15%**.

- **Improved First-Call Resolution by 19%** and drove a **23% growth in client accounts** through tailored success strategies.
- **Established SOPs Across All Service Channels** to ensure a seamless customer experience.
 - **Impact:** Reduced average handling time by **23%** and improved service consistency by **15%**.
- **Led a Metrics-Focused VoC Initiative**, focusing on NPS and CSAT trends to respond quickly to service issues.

Manager of BPO Customer Success and Support

Sandler Management Services | May 2011 – August 2016

- **Scaled the Team from 50 to 200 Agents**, introducing KPI-driven accountability measures.
 - **Impact:** Maintained a **90% CSAT** during a **300% demand increase**.
- **Achieved a 19% Improvement in First-Call Resolution** and a **20% increase in customer satisfaction** by implementing customer-centric processes.
- **Reduced Operational Costs by 15%** through automation and process streamlining.
- **Established the BPO Function as a Key Revenue Contributor**, maintaining high CSAT scores during significant service demand growth.
- **Designed Data Pipelines Using SQL and Power BI** to identify performance trends, leading to reduced escalations by **12%**.

Education

Master of Science in Artificial Intelligence

Providence College School of Business

Relevant Coursework: Customer Experience Management, Data Analytics, Business Strategy

Bachelor of Business Management

Hartford University

Certifications

Artificial Intelligence & Data Science

- **10 Certifications**, including:
 - Predictive Analytics Professional Certificate
 - Machine Learning Specialization
 - NLP Practitioner Certification
 - Data Science Professional Certificate

Leadership & Management

- **9 Certifications**, including:
 - Executive Leadership Certificate
 - Strategic Management Professional
 - Change Management Certification
 - Project Management Professional (PMP)

Productivity & Personal Development

- **6 Certifications**, including:
 - Time Management Mastery
 - Effective Communication Skills
 - Emotional Intelligence Certification

Customer Experience & Service

- **4 Certifications**, including:
 - Certified Customer Experience Professional (CCXP)
 - Customer Success Management Certification

Technical Skills

- **2 Certifications**, including:
 - Salesforce Certified Administrator
 - Zendesk Support Administrator Certification

Process Improvement & Quality Management

- **2 Certifications**, including:
 - Six Sigma Green Belt
 - Lean Management Certification

Communication & Public Speaking

- **1 Certification:**
 - Advanced Public Speaking Certification

Public Recognition

- **1 Certification:**
 - CX Leader of the Year Award
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Professional References

- **Leadership Style:** Recognized by peers and subordinates for effective leadership during periods of rapid growth.
 - **Customer Experience & Support:** Commended for enhancing customer satisfaction and loyalty.
 - **Customer Success:** Praised for driving customer retention and success initiatives.
 - **Mentorship and Collaboration:** Noted for fostering teamwork and cross-departmental collaboration.
 - **Problem-Solving Skills:** Acknowledged for innovative solutions to complex challenges.
 - **Client and Customer Focus:** Esteemed for a relentless focus on customer needs and expectations.
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Key Projects and Achievements

1. Feedback System Implementation

- **Designed and Deployed a Robust VoC System** using Zendesk and Totango.
- **Impact:**

- Achieved a **93% improvement** in feedback processing.
- Increased CSAT by **15%**.
- Reduced escalations by **15%**.

2. Customer Experience Roadmap Development

- **Led the Development and Execution of a Comprehensive CX Roadmap.**
- **Impact:**
 - Improved NPS by **20%** within one year.
 - Boosted digital engagement by **30%**.
 - Reduced response times by **27%**.

3. KPI Tracking and Performance Management

- **Established Clear Goals and KPIs** for customer service operations.
- **Developed Performance Monitoring Tools** and facilitated regular reviews.
- **Impact:**
 - Achieved a **25% improvement** in team performance metrics.
 - Saved **40 staff hours per month** through automated reporting.

4. SOP Documentation and Process Optimization

- **Authored and Standardized SOPs** for customer service teams across multiple channels.
- **Impact:**
 - Reduced error rates significantly.
 - Increased productivity by **10%**.
 - Achieved a **15% improvement** through SOP implementation.

5. Cross-Functional Collaboration for CX Enhancement

- **Collaborated with Business Units** to address customer needs and streamline interactions.
- **Fostered a Customer-Centric Culture** by aligning support functions with business goals.

- **Impact:**
 - Enhanced overall customer experience.
 - Led to a **10% improvement** through cross-functional initiatives.
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Technical Proficiencies

- **AI & Machine Learning:** Python, TensorFlow, scikit-learn
 - **Data Visualization:** Power BI, Tableau, Excel, Google Sheets
 - **CRM & CX Platforms:** Zendesk, Totango, RingCentral, Salesforce
 - **Database Management:** SQL
 - **Communication Tools:** Slack, Microsoft Teams, Zoom
 - **Project Management:** Asana, Trello, Jira
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Additional Highlights

- **Strategic Leadership:** Positioned as a strategic partner aligning CX initiatives with overall business goals.
 - **Technological Integration:** Expertise in integrating multiple systems for seamless operations.
 - **Continuous Improvement Advocate:** Committed to fostering a culture of continuous learning and improvement.
 - **Industry Thought Leader:** Regularly contribute to industry conferences and publications on CX and AI trends.
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Recommendations

- **Available upon request.**
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Conclusion

With a robust combination of technical expertise, strategic leadership, and a proven track record of delivering significant improvements in customer experience and operational efficiency, I am positioned to drive transformative change and deliver measurable results. My comprehensive skill set and achievements make me a valuable asset to any organization seeking to excel in customer experience and operational excellence.