

# William Kane

Metro Jacksonville



bill.p.kane@gmail.com



912-322-9417



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

## Summary

I am known for my expertise mentoring and developing high-performance teams, generating solutions for complex issues. I specialize in championing strategic initiatives to deliver effective results, participating in critical decision-making processes. With a strategic mindset, I am committed to cultivating exceptional stakeholder relationships, meeting their needs and expectations at every step. As an experienced and goal-oriented professional, business owners know they can rely on my ability to provide exceptional service, resources, and methods to meet ever-changing objectives and ensure compliance with all regulatory requirements, based on my expertise in the following areas:

- Call Center Operations
- Change Management
- Technical Support
- Scheduling
- Process Improvement

Engaging and collaborative, I am a trusted partner to C-level leadership, relied upon to identify and capitalize on opportunities for major savings and process improvements.

## Experience



### Director of Customer Care

Curative

Jun 2021 - Present (7 months +)

I currently manage a team of 5 people leaders and am responsible for the insurance verification, escalations, and quality assurance teams. I founded the quality assurance team and helped transition the insurance verification team from a typical outbound appointment scheduling team.

#### Key Accomplishments

- Create and maintain quality guidelines, manuals, evaluation forms for the Customer Care department
- Founded and currently manage the company's non-clinical quality appeals and calibrations processes
- Work with direct and indirect reports to resolve patient issues daily (answering questions, handling escalations, etc.)
- Partner with training department to ensure department guidelines and manuals reflect current processes



### P&C (Builders Risk) Marketing Call Team Supervisor

US Assure

Oct 2017 - Jun 2021 (3 years 9 months)

I oversaw the outbound team, monitoring quality and conducting behavioral and performance coaching. I develop policies, procedures, workflows, and training documents for both new and existing outbound call campaigns.

Key Accomplishments:

- Led process improvements, driving call quality scores up by 10%, conversion rates up by 5%, and production scores up by 15% year over year.
- Streamlined operations, implementing email inbox management tool and metric to track lead to producer conversions that kicked off with incentive program generating 25% increase in conversions.
- Standardized new hire training curriculum to reduce ramp-up time from one year to four months.
- Built new dashboards to track productivity, offline activity, and call quality, reducing reporting time from eight hours per week to four hours.



## **Consultant**

### **iWorkGlobal**

2016 - 2017 (2 years)

I streamlined existing processes and procedures, identifying and eliminating Quality Assurance overlaps and post-merger duplications to enable front-line representatives to deliver world-class service.

Key Accomplishments:

- Re-designed Quality Assurance forms and developed and implemented effective coaching styles, reducing quality evaluation time by 50%.
- Mentored quality coaches, team leads, and employees, boosting overall efficiency by 30% without compromising interaction quality.



## **Operational Trainer**

### **UnitedHealth Group**

2015 - 2016 (2 years)

I designed, developed, and delivered functional job training for both new hires and existing employees, and I prepared reports from training metrics.

Key Accomplishments:

- Reduced attrition in new hire classes by 20% by providing realistic role expectations and experiences.
- Streamlined after-training reporting forms to reduce time spent from one hour to 15 minutes.
- Earned ranking in leading 5% of all trainers enterprise-wide, both in call production and reporting.



## **Sr. Technical Advisor**

### **Apple**

2014 - 2015 (2 years)

I met and exceeded all customer satisfaction (CSAT), call quality, and average handle time (AHT) goals. I was selected to participate in the first training and go-live sessions supporting Beats headphones.

Key Accomplishments:

- Maintained above-average Quality and CSAT score of 98%, resolving escalated calls for Mac, iPhone, iPad, and Beats devices.



## **Operations Training Supervisor**

### **Express Scripts**

2009 - 2014 (6 years)

I led a 15-member team of training specialists providing annual training to 500+ new hires and continuing education opportunities for 1,500+ employees across six sites. I developed and designed computer-based training, facilitator-led training, and virtual training modules, using the ADDIE instructional design model.

**Key Accomplishments:**

- Led process improvements, analyzing contact center metrics, and implemented new programs that saved \$1.3m+ annually while maintaining high-quality customer experiences.
- Streamlined operations, spearheading initiatives that increased productivity after training by 75%.
- Discovered overlap with call queues that reduced expenses by \$350k/year.
- Earned accolades as highest-rated trainer (of approximately 100 trainers) based on post-course call quality, retention, and job satisfaction.
- Collaborated with integration teams on four acquisitions and mergers, implementing systems and processes nationwide, resulting in above-average quality and production scores in less than 60 days post implementation.



## **Sr. Contact Center Quality Analyst**

### **Express Scripts**

2005 - 2009 (5 years)

- Mentored new Quality Analysts to ensure compliance and development metrics were satisfied
- Took the lead on handling escalated client escalations, working to resolve unique issues to retain nearly \$15m in commercial, union, and government business.
- Assumed "Subject Matter Expert" role on a project to redesign and re-evaluate guidelines for non-clinical call taking, e-mail handling, and written correspondence. Reduced handle time by 20% and provided realistic, patient-focused goals.



## **Escalations Supervisor**

### **Express Scripts**

2004 - 2005 (2 years)

- Coordinated, supervised and accounted for the daily/weekly/monthly activities for a team of 20+ Customer Service Representatives
- Provided coaching and feedback to team members, including formal corrective action
- Selected to monitor and process payroll for several teams, totaling 65 employees
- Selected as point of contact for highly escalated external clients, effectively resolving customer and client issues when no one else could
- Tasked with a project regarding reducing the number of incorrectly routed internal requests. Worked with the project team to reduce error rate from 45% to 3%.

## **Education**



### **College of Coastal Georgia**

Associate of Science - AS, Political Science and Government

2017 - Jun 2019

## **Skills**

Call Centers • Customer Service • Management • Performance Management • Managed Care • Healthcare • Contact Centers • Technical Support • U.S. Health Insurance Portability and Accountability Act (HIPAA) • Health Insurance

## Honors & Awards



### **2016 Training Top 125 - Training Magazine**

Feb 2016

Selected as one of the 2016 Training Top 125 by Training magazine, a leading business publication for learning and development professionals. Departments/Companies were selected and recognized based on their innovative methods in:

- Delivering training and engaging learners
- Linking training to the achievement of corporate strategic goals
- Measuring employee performance / results