Robin Cheshire

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**Senior Manager**

Analytical and results-oriented management professional with extensive experience in providing Concentrix with rapid growth and maintaining an upward continuum. Leader in identifying and improving quality of company culture, logistics, organization efficiency, sales & marketing, and business processes. Demonstrated ability to streamline business operations that drive growth and increase efficiency and bottom-line profit. Strong qualifications in developing and implementing quality controls and processes in additional to productivity improvements, training programs, and change management. Effective in client relations, mentoring and training, and communicating to diversified set of team members. Adept at optimizing inventories, reducing shrink, and leveraging expenses. ***Proven expertise in:***

|  |  |
| --- | --- |
| * Operational & Project Management * Business Development * Human Resource Management * Performance Evaluation Programs * Research & Analysis | * Talent Acquisition * Revenue Generation * Relationship Management * Continuous Process Improvement * Leadership & Training |

**Professional Experience**

Concentrix (formerly Convergys) – Jacksonville, FL 1998 to Present

**Director, Site Operations | Senior Operations Manager**

**Senior Manager Human Resources | Employee Relations Manager**

*Controlled development and execution of operational strategies and decision responsibility for operations managers, consisting of 50+ team leaders, and 1000+ frontline associates, aimed at achieving contractual client service level agreements and innovative investments in program*

Cultivated positive and lasting business relationships with clients and client relations directors to support strategic healthcare financial services, and technology account programs. Executed business relations, financial goals, challenges, and client-supporting contractual agreements. Identified areas for improvement and determined corrective action plans by tracking and providing regular reports to clients and company regarding employee- recruitment/staffing, absenteeism, key performance metrics, payroll, and retention. Furthered professional development for management by creating and executing human resources supervisory training.

***Key Contributions:***

* Exceeded site budgeted revenue of $42Mthrough agent productivity management, absenteeism reduction, employee engagement, and business growth for healthcare client via successful pilots of multiple lines of business, resulting in long-term line of business.
* Spearheaded staffing and opening of new business location for a worldwide staffing company.
* Implemented an on-site management program in Arizona and California; successful partnership with AT&T Solutions Customer Care led to business growth expansion of on-site management program for sites in Texas and South Florida.
* Delivered support to 15 services team employees, and field support to 8 branch operation offices in 6 states; orchestrated personnel policies and procedures, payroll, benefits administration, labor relations, employment law, staffing, information systems, and management training.
* Drove employee retention rates and performance improvements by launching and coordinating reward and recognition programs for management and frontline employees; reduced employee relations complaints and impact to management retention.

**Additional Experiences**

***Director of Administration, Human Resources Manager, Manager of On-Site Services,***and *Branch Manager* at **Strategix (formerly AccuStaff Incorporated)** – Jacksonville, FL

**Education and Certifications**

**Human Resources and Risk Management Training – Certificate**

**Managing Negativity in the Workplace – Certificate (UNF)**

**Union Prevention Training**

**Corporate Diversity Training**

**Sexual Harassment Prevention Training**

**Unemployment Claims Training**

***IT Skills*:**

Microsoft Outlook **|** Word **|** Excel **|** PowerPoint **|** MS Access **|** Visio

**Professional Associations**

Executive Sponsor and Mentor participant – PACE Center for Girls

Sponsor – United Service Organizations (USO)