**Michael James Delaney**

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A customer focused professional with an extensive background in business operations and project management. Seasoned process improvement expert with a successful track record in process optimization, revenue growth and cost reduction. Trusted team leader who partners with business stakeholders to address deficiencies and exceed client expectations.

##### AREAS OF EXPERTISE

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| --- | --- | --- |
| * Customer Service * Vendor relations * Team building * Staff training | * Process Management * Process Mapping * Project Planning * Executive presentations | * Cost Benefit Analysis * Root cause Analysis * Gap Analysis * Advanced MS Excel, Word and PowerPoint, Visio, MS Project |

##### EXPERIENCE AND ACCOMPLISHMENTS

**CERTIFIED SIX SIGMA BLACK BELT (1/2005 - 7/2012)**

ADT SECURITY SERVICES,Corporate Headquarters,1501 Yamato Rd, Boca Raton, Florida

* Standardized the customer cancellation process between ADT call centers and the newly acquired Broadview call center by adopting Best Practices between the two business models. Influenced cultural change to achieve tighter controls around customer adherence to contract terms and retention offers. Project completed in 4 months with revenues to top $400k p/ year
* Reduced paperwork processing errors from Branch Offices by 60% utilizing strong data collection and analysis in order to arrive at root causes. Customized LMS web training for Field Agents and Central Order Groups resulted in improved contract booking accuracy and meeting Service Levels
* Created a first of its kind sales discount report adopted by Compliance & Audit as the standard by which to monitor and control Delegation of Authority levels in the field. Visibility to data details and trend analysis reduced overall discount behavior by over $2.6 million within first 18 months
* Deployed a new process to monitor and recuperate any missed service revenue associated with work performed but never billed. New auditing triggers for billers, customized reporting for management, and SOPs for Project Managers recuperated over $410k in missed opportunities
* Streamlined a customer program used by large retail chains to replace faulty equipment via mail by introducing pre-paid FedEx return labels inside re-usable shipping cartons to the delight of busy retail associates who need only to plug-in new units and stage defective units for pick up. New process decreased cycle times of customer returns from 28 days to 7 days
* Led survey deployment to over 500 Commercial Technicians to gather Voice of the Customer achieving a 44% response rate. RMA survey analysis and presentation to leadership allowed team to focus on specific improvement efforts based on critical to quality requirements resulting in a more effective and simplified process that increases Field productivity
* Designed a new billing process to systematically invoice customers who fail to comply with the timely return of replaced mail-in equipment. For the first time since inception, the widely used customer mail-in program gained process automation and a method to recover $500k in costs
* Reversed a negative trend on the P&L where freight expenses consistently exceeded freight revenues by identifying outdated internal accounting rules. First year savings $1.4M

**TEAM MANAGER, CUSTOMER RESPONSE CENTER (12/1997 – 1/2005)**

SENSORMATIC ELECTRONICS, Corporate Headquarters, 1155 Broken Sound Parkway, Boca Raton, Florida

* Managed daily operations of busy National Customer Contact Center consisting of inbound and outbound Customer Service Reps, Sales Support and Technical Support staff
* Increased agent productivity via one-on-one coaching sessions using active listening skills focused on motivation, goal setting, positive reinforcement and team building
* Designed Quality Assurance programs specifically aimed at aligning unique customer needs and requirements to departmental metrics resulting in higher customer satisfaction scores
* Cut Average Abandoned rate in half by optimizing work schedules around inbound call volumes and creating a dedicated team to handle non phone work such as webmail and email
* Doubled first call resolution rates for customers reporting False Alarms by optimizing the process of trouble-shooting system issues over the phone prior to dispatching onsite service
* Increased overall Quality Assurance scores by an average of 15 points per agent by creating and maintaining an online library of SOP’s, workflows and training guides on a SharePoint site
* Reduced call transfers to Sales Reps and Field Installers by over 30% piloting a program aimed at communicating special customer requests via text, email and voice mail
* Created Best Practices for call center agents and field dispatchers to avoid the unnecessary roll of a service truck for customers under maintenance agreements. First year savings exceeded $360k in labor costs with additional benefits from improved remote diagnostics and trouble-shooting
* Interviewed, hired and trained all inbound call agents responsible for providing first line of support to large national accounts such as Wal-Mart, Federated Stores and Home Depot
* Improved employee retention by utilizing strong peer relationships, leading by example and providing agents the opportunity to shadow technicians in the field when servicing accounts
* Respected team leader who values teamwork, integrity and accountability

##### EDUCATION AND INTERESTS

* **Six Sigma Black Belt Certification 2007, Tyco International**
* **Associate Degree, Chabot College, Hayward, California**
* **Bachelor Degree Equivalent, Universidade Catolica, Rio de Janeiro, Brazil**
* **Escola Americana do Rio de Janeiro, Brazil**
* **Tennis Captain, Men’s Doubles League, Team Saturnia of Boca Raton, FL**
* **Tyco Golf League member since 2004**
* **Tourism, international travel, guitar, piano, cooking, art, cinema, sports**

[**http://www.linkedin.com/pub/michael-delaney/13/29/833**](http://www.linkedin.com/pub/michael-delaney/13/29/833)

**Foreign languages: Portuguese, Spanish, French**