





Ashley Evans

Service/Operations Management Professional

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Experienced service and operations management professional in search of my next challenge. I take great pride in using data/metrics to drive hard work and increase efficiency, not only in my department but company-wide. I have been in customer service my entire career in many different industries but primarily technology and believe the pairing of the customer's needs and employee dedication drives a business's success. I am a custom to wearing multiple hats and enjoy rolling up my sleeves to work alongside my direct reports or peers to find the best solutions to problems.

Skills

- Customer Service Management
- Team Building
- Change Management/Process Improvement
- Employee Training and Development
- SLA/KPI Management
- Employee Recruitment
- Quality Control/Management
- Data Analysis

Experience

9/2014-PRESENT

Service Manager – SWAT Systems – Seattle, WA

- Manages service department responsible for supporting 100+ clients and \$5M in revenue.
- Improved customer satisfaction score from 92% in 2014 to 99% 2018.
- Improved department SLA metric from 78% 2014 to 96% 2018.
- Implemented new change management process to constructively review ideas and/or new process improvements.
- Recruiter for all in-house positions. Implemented new hiring process to improve Service Department's ability to scale as needed.
- Standardized job descriptions, salary and performance reviews across all departments company wide.
- Implemented certification bonus and internal training programs to incentive continued learning and development.

1/2012-4/2014

Service Manager – Dynamic Computing – Seattle, WA

- Responsible for the day-to-day management of service team, motivating them to meet company goals and identifying efficiency/process improvement area with in service operations.
- Managed company SLA ensuring service team is addressing all tickets in a timely fashion and meeting contractual obligations.
- Responsible for enforcing HR policies, new employee on boarding and off-boarding, and payroll administration.
- Responsible for overall customer satisfaction, ensuring that all service team members provide excellent service to clients.

- Handled all client billing and resolving any billing disputes and collection of past due invoices.

9/2009-12/2011

Service Coordinator – Dynamic Computing – Seattle, WA

- Maintained a working relationship with all clients, acting as the liaison between the technical staff and clients to ensure that client expectations were met.

8/2008-08/2009

Employee Relations Rep – Aditi Technologies – Bellevue, WA

- Established and maintained relationships with over 120 active contractors. Arranged in-person meetings with contractors and contractor managers throughout their assignment to discuss any issues and collect feedback on performance.

1/2008-07/2008

Executive Assistant – Aditi Technologies – Bellevue, WA

- Provided direct administrative support to both the President and CEO of Aditi Technologies.
Education

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2003-2007

Information Technology – Central Washington University

Bachelors of Science: Information Technology

Minor: Business administration

IN PROGRESS

Six Sigma Lean Certification

Includes:

- Design for Six Sigma
- Six Sigma Lean Black Belt Professional
- Six Sigma Lean Black Master