

Ballard Ingram

Operations Management

 ballard Ingram@outlook.com
 312-543-0074
 610 Bunton Reserve Blvd.
 Kyle, TX 78640
 linkedin.com/in/ballard Ingram

SKILLS

- Excellent Communication
- Problem Solving
- Delegation
- Financial and Acquisition Budgeting
- SMART Goal Planning
- Process Improvement
- Critical Thinking
- People Leader
- Project Management and Implementation
- Vendor Relationships
- Adhoc and Scheduled Reporting

LICENSES

- Property and Casualty
NPN – 19190400
States with active licenses:
AL, AZ, CA, CO, CT, FL, GA, IL, IN, MD, MI,
MO, NC, NJ, NY, OH, PA, SC, TX, VA, and WA

SYSTEMS EXPERTISE

- AMS
- Avaya
- Amazon BTS
- Cisco Software and Phones
- Clearview
- ClickUp
- DAT – Digital Admin Tool
- Excel – Macros
- EZLynx
- FIS and IBS Insights
- Five9
- Lotus Notes
- LiveOps
- MadCap – Admin and Publisher
- PowerBI
- Salesforce
- Sharepoint
- Tableau
- Verint
- Zendesk

References available upon request.

Process Workflow Manager

Bolt Access – Austin, TX – 02/2019 to Current

- Develop processes through partnerships with Underwriting, Customer Service, Sales, and Agency Managers resulting in improved efficiency of processing role responsibilities and daily schedules.
- Oversee workflow and call queues; assist with open case management; reassign and resolve escalations; and ensure Platform Queues are within SLA.
- Aggregate and analyze information used in the company Staffing Model that is used by Finance, Executive Teams, and Front-End Managers to ensure accurate five (5) year budgets, workflows, and new partner relationships.
- Maintain vendor relationships with an overseas and VIP team to support acquisitions and million-dollar growth of the business.
- Coach and Develop a team of thirty (30) licensed and unlicensed Property & Casualty Insurance Representative responsible for inbound calls from Insureds, Agents, and 3rd Party Representatives.
- Foster a company culture that rallies the team toward similar goals by sharing metrics, KPIs, and improving processes for the sake of the team’s efficiency.
- Produce a weekly scorecard to Executives that analyzes the previous week’s production, quality, and rankings for the entire staff. Expanded this report into monthly, quarterly, mid-year, and yearly with some teams reviewed daily.
- Find process opportunities and short-falls, create new processes for them, and follow a process confirmation model to ensure the team is on board with the changes.
- Investigate and resolve corporate escalations from inbound calls, our website, and corporate emails. This involved creating processes to prevent controllable losses.

Retention Manager

Charter Communication – Austin, TX – 08/2018 to 02/2019

- Lead a team of retention representatives with high sales goals. Provided coaching, support, and ongoing training passed down by corporate.

Customer Service Center Manager

HomeStreet Bank – Federal Way, WA – 12/2016 to 07/2018

- Report call center statistics to the Executive Committee and Board maintaining above average Key Performance Indicators.
- Partner with Operations Support, Electronic Banking, Wires and Payment Processing, Loan Servicing, Branches, and District Managers to improve communication with the Call Center and customers by innovating new ways to quickly relay important information.
- Prevent controllable losses by rewriting clear procedures, improving authentication, and working closely with agents to improve efficiency.
- Complete eight (8) to ten (10) Call Assessment Forms per agent per month with the assistance of two (2) Supervisors.

Operations Manager

Concentrix – Austin, TX – 05/2015 to 10/2016

- Coordinate daily operations meetings for front-line staff and leadership team and ensure results exceed contract standard for our B2B agreement.
- Live monitor, calibrate, and coach representatives daily resulting in closely managed work quality and performance.
- Provide analytics to client and contract management, review goals that meet expectations and how key KPI’s were met.

Team Manager

BioTrust Nutrition – Austin, TX – 10/2012 TO 05/2015

- Managing two teams of 25 people responsible for additional sales, retention and general customer inquiry. The focus was retaining existing orders and customers.
- Create the necessary SOP as the company changes focus and requirements for increased recurring revenue, monthly goals.

Sales and Service Manager

AT&T Mobility – Austin, TX – 07/2009 to 10/2012

- Responsible for a team of Representative Assistance generating \$500,000 in recurring revenue, this was averaged higher than expected retention rate.
- Track representative customer feedback for behavioral trends and opportunities for coaching or customer call resolution.