

# BALLARD M. INGRAM

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For years, I've developed my skills and qualifications through diverse experiences that build meaningful relationships, challenge my Leadership approach, and keep my focus on personal career growth. As industries develop with innovation and client demands I adapt quickly and create new resources for those that will use them to exceed expectations in their daily responsibilities and goals.

## Experience

**Process Workflow Manager**  
bolt Access  
Austin, TX  
06/2020 – 02/2022

- Develop processes through partnerships with Underwriting, Customer Service, Sales, and Agency Managers aimed at improved efficiency of processing role responsibilities and daily schedules. This covers an organization of over 100 employees within Distribution.
- Oversee workflow and call queues; assist with open case management; reassign and resolve escalations; and ensure Platform Queues are within SLA.
- Aggregate and analyze data used in the company Staffing Model. For Finance, Executive Teams, and Front-End Managers.
- Redesign the new hire training for Service improving onboarding time and production.

**Service Manager**  
bolt Access  
Austin, TX  
02/2019 – 02/2022

- Coach and Develop a team of thirty (30) licensed and unlicensed Property & Casualty Insurance Representative responsible for inbound calls.
- 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 into monthly, quarterly, and yearly.
- Investigate and resolve corporate escalations from inbound calls, our website, and corporate emails. This involved creating processes to prevent controllable losses.

**Retention Supervisor**  
Charter Communications  
Austin, TX  
07/2018 – 02/2019

- Lead a team of retention representatives with high sales goals. Provided coaching, support, and ongoing training passed down by corporate.
- Upsell additional products and meet weekly and monthly sales goals.
- Resolve corporate escalations.

**Retail Banking CSC Manager**  
HomeStreet Bank  
Federal Way, WA  
12/2016 – 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 ensure we are meeting the customer needs.
- Complete eight (8) to ten (10) Call Assessment Forms per agent per month with the assistance of two (2) Supervisors. Each CAF Scorecard is designed to provide comprehensive coaching and a clear understanding of areas that need improvement.

## Professional Skills

Dependability, adaptability, and earning credibility through integrity are my primary motivators when entering a new role. I find that direct reports seek out support, resources, and education, but rarely obtain it from their leaders. To change this, I've developed new tools and methods that adjust to different learning styles. In my experience, this has empowered my direct reports and Leadership peers to stay involved, engaged, and dedicated. Here are the systems that I am proficient in:

Adobe Prepare and Suite  
AMS  
Avaya  
Bill.com  
Cisco Softphone  
Clearview  
ClickUP

Currency Teller  
DAT – Digital Admin Tool  
Excel Macros  
EZlynx  
FIS Cards  
FIS IBS Insight  
Five9

iOS and Android Software  
Lotus Notes  
LiveOps  
MadCap  
OKM  
Payleap  
Power BI

Salesforce  
Sharepoint Forms Mapping  
SnagIt  
Tableau  
TestMoz  
Verint  
Zendesk

## License

NPN – 19190400  
Property & Casualty  
Resident State - Texas

AL – 3000591984  
AZ – 19190400  
CA – ON03866  
CO – 608781  
CT – 2641944  
FL – W585081  
GA – 3275765

IL – 19190400  
IN – 3451390  
MD – 3000579530  
MI – 19190400  
MO – 8479412  
NC – 19190400  
NJ – 3000568642

NY – PC-1550518  
OH – 1245497  
PA – 898980  
SC – 19190400  
TX – 2413144  
VA – 1128537  
WA - 1019948

## Education

University of Texas Austin  
Full Stack Bootcamp  
Web Development  
01/27/2022 – 07/14/2022  
*Graduating Soon!*

Lehman High School  
High School Diploma  
Kyle, TX  
08/2005 – 05/2007  
*Graduated!*

## Software Skills

In the last six (6) months I've been an 'old dog learning new tricks,' sort of. My journey to become a full stack developer started with my years of professional experience. I've worked with a variety of teams that all had one-flaw. Access to efficient and helpful resources. I've used all of the free resources available to me to make something that would help. A 'wiki' of sorts. I knew in order to scale this idea I would have to learn how to create software from the ground up. Starting with a blank VS Code and an idea. I am very excited to have joined an amazing community of critical thinkers such as myself. Here are the software skills I am proficient in:

HTML  
Git  
Bulma  
Javascript  
Node  
Handlebars  
PWA  
GraphQL  
CSS  
Bootstrap  
Tailwind  
API  
SQL  
MongoDB  
React  
Apache  
Oauth  
Stripe API  
Express.JS

## References

Contact information  
available upon request for  
all references.

B. Stopa  
Professional Reference  
Manager – Peer  
bolt Access

C. Bea  
Professional Reference  
Manager – Peer  
bolt Access

P. Varvell  
Professional Reference  
Supervisor – Direct Report  
HomeStreet Bank