

BRIAN HARGROVE

hargrove.brian@att.net

www.linkedin.com/in/bdhargrove

PROFESSIONAL EXPERIENCE

OPINIONS, LTD, Indianapolis, IN

December 2010 – June 2020

Facility Manager (12/2010 – 6/2020)

Responsible for determining workforce needs based on project requirements to ensure the completion of multiple projects. In charge of running branch office covering hiring and training staff, managing project quotas to ensure projects completed on time and updating clients project status.

WALKER INFORMATION, Indianapolis, IN

May 1992 – July 2009

Project Director (2/2006 – 7/2009)/Project Supervisor (8/1996 – 2/2006)

Responsible for determining workforce needs based on project requirements, providing quotes to potential clients, interviewing/hiring/coaching employees, supervising telephone interviewers, and managing profile sheets and status reports.

SELECTED ACCOMPLISHMENTS

- **Initiated process improvements** including creation of a comprehensive responder database in MS Access and email surveys using MS Word, Access & Outlook that reduced recruiting time/simplified the qualification process.
- **Established best practices** for interviewers and provided constructive feedback that enhanced performance and improved customer service.
- **Developed positive working relationships** with potential and current clients to provide information, introduce process and establish strong lines of communication that consistently resulted in winning contracts.
- **Highly experienced leader** with 25 years in a customer-driven environment with emphasis on Facility Management and Quality Improvement.
- **Positive mentor** who identifies and utilizes talent effectively and motivates/ coaches telephone representatives to deliver best in class customer service.
- **Resourceful problem solver** and hard worker who is loyal, flexible and readily adjusts to changing business needs.

Project Management

- Managed multiple studies at once ensuring study requirements were met and studies were completed in allocated time frame.
- Trained and developed staff personnel in different study protocol for various studies
- Met with clients on site to provide an introduction on capabilities for their project, familiarize them with the process, and ensure that their needs were met.
- Monitored onsite product test to ensure that participants understood the study parameters and product evaluations met customer requirements.

Quality Improvement

- Utilized electronic survey questionnaires to invite potential respondents to participate in various studies that significantly improved the qualification process, increased qualified matches and saved time/money.
- Collected and categorized participant and potential participant information and input data into Access to facilitate potential candidates for future studies.
- Transferred all recording of profile sheets and status reports from paper to electronic format using MS Word/Excel that reduced supervisor time by up to 45 minutes per day.

Workforce Development

- Selected personnel based on their qualifications and briefed them on study parameters to ensure that each study met specifications, deadlines, budget quotes and quotas
- Worked with interviewers to ensure compliance with data specifications and to ensure best practices for interviewing study participants
- Mentored interviewers, evaluated telephone performance, and provided constructive feedback that improved study results and customer satisfaction.

EDUCATION

Ball State University, Muncie, IN; Bachelor of Science: Marketing

TECHNICAL SKILLS

Proficient in Microsoft Office Professional 2016 with emphasis on Excel and Access

VOLUNTEER

Member of the North Center Indianapolis Kiwanis Club from 2002 – 2014 Held various positions on the club's board of directors, including Treasurer and President. Volunteered at Ronald McDonald House, St. Vincent New Hope, and Red Cross Bell Ringing.