

## EXECUTIVE SUMMARY

An experienced Consulting Manager with 5+ years of experience in customer service and technical support operations. A motivated professional who specializes in designing, implementing and scaling exceptional customer service experiences. A leader with a proven track record of tackling big problems.

## FUNCTIONAL EXPERTISE

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- Global Operations Management
- Business Process Services Consulting
- Engagement and Performance Management
- Data Management and Reporting
- Process Optimization and Cost Reduction
- Status Reporting and Client Collaboration

## FUNCTIONAL EXPERTISE DEMONSTRATED

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### ACCENTURE

APR. 2011 - PRESENT

A global management and professional services firm w/ ~435k employees and ~\$35B annual revenue. Aligned to Accenture Operations segment with ~135k employees, ~1200 clients and generates ~\$12B+ annual revenue with a focus on Business Process Services, Journey to Cloud, Intelligent Automation.

### Business Process Services Consulting Manager (Aug. 2013 - present)

Client-facing consulting role to stand-up and run a managed support service for large North American Retail client. Collaborate with multiple stakeholders to define and execute recruiting, hiring, training and management strategy for a significant number of technical support resources.

- **Global Operations Management:** Lived abroad for 18 months while launching 3 global delivery locations with 150+ agents per site. Led the effort to introduce a new line of business (Site Dispatch), scaled to 240 agents across 2 sites in 18 months and now handling 2.2M customer contacts per year. Successfully managed launch of Bangalore, India location growing to 150+ agents in 6 months, improving business continuity.
- **Business Process Services Consulting:** Promoted continuous collaboration between client stakeholders and internal teams to optimize SOPs, define best practices and refine training content to enhance the customer experience. Consistently achieved aggressive SLAs related to productivity, quality and NPS.
- **Process Optimization and Cost Reduction:** Performed extensive business analysis and research for an AI proof of concept to introduce intelligent automation and significantly reduce cost to serve. Led process standardization and continuous improvement initiatives leading productivity increases of more than 30 percent.

### Infrastructure Consultant (Apr. 2011 - Aug. 2013)

Provide consulting, data management and managed application services to several Fortune 500 oil and gas clients embarking on large-scale, global workplace migration projects.

- **Global Operations Management:** Directed deployment activities across 4 continents. Managed 25 onsite engineers and 35 offshore engineers who migrated 10,000+ workstations across 8 sites.
- **Engagement and Performance Management:** Designed performance management programs to recognize top performers and coach underperforms contributing to achieving all target SLAs.
- **Data Management and Reporting:** Managed team of 3 developers responsible for standing up and maintaining the deployment management application (Mission Control). Managed data ingestion

processes and designed deployment reporting capabilities, ensuring all teams are working from a single source of truth.

#### THE TORO COMPANY

MAY 2010 - APR. 2011

An American manufacturing company with ~6,100 employees and ~\$2.4B revenue.

##### **SAP HR Business Analyst (Internship/Temp Staff)**

As part of a global SAP HR initiative, work with cross-functional implementation team to define and document business processes and requirements to support Australia implementation. Create and maintain SDLC documentation.

- **Data Management and Reporting:** Managed data conversion of legacy system to SAP using SAP's Legacy System Migration Workbench. Presented analysis in cross-functional meetings.

#### SEI LLC - INFORMATIONAL TECHNOLOGY

AUG. 2005 - AUG. 2006

A US-based technical support company providing customer care and help desk services to retail and finance clients.

##### **Customer Care Professional**

Provide over-the-phone technical support for fast food client. Support POS-related hardware and software issues, document cases and follow-up on open tickets.

- **Agent and Team Lead:** Provided POS technical support. Trained new agents and served as escalation channel for advanced issues. Developed and maintained technical support documentation. Improved communication and team skills.

## EDUCATION

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### **Bachelor of Science (Management Information Systems), North Dakota State University**

- Minor - Computer Science
- 3.89 Cumulative GPA
- Dean's List (all semesters), Beta Gamma Sigma Honor Society

### **Associates of Applied Science (Computer and Networking Technology), Minnesota State Community and Technical College**

- 3.67 Cumulative GPA
- Academic Honors

## OTHER RELEVANT INFORMATION

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### **Professional Certifications:**

- Google Cloud - Certified Professional Cloud Architect
- Amazon Web Services - Certified Cloud Practitioner
- Scrum.org - Professional Scrum Master I

**Computer Skills:** Word (advanced), Excel (advanced), Access (advanced), Power Point (advanced), Visio (advanced), PowerBI (intermediate), SQL (intermediate), SQL Reporting Services (intermediate), SharePoint (intermediate), Teams (intermediate), Jira (intermediate), AWS and Google Cloud (certified)