

Dominick Rafiti

Fort Collins, CO 80524 | dom.rafiti@gmail.com | [LinkedIn](#) | [GitHub](#)

SUMMARY

A progressive and professional Human Resource Consultant with over 10 years of proven experience in managing client relationships and programs in a complex and fast-paced background screening industry. Ability to translate clients' program and technical challenges to drive change through process and operational improvements using Lean Six Sigma principles. Posses unique ability to communicate complex legal and technical requirements to a diverse range of

SKILLS

- | | | |
|-------------------------|--------------|----------------------|
| - Project Management | - JavaScript | - Risk Management |
| - Process Improvement | - HTML | - Technical Writing |
| - Operations Management | - CSS | - Tactical Curiosity |

EXPERIENCE

Client Success Partner / Sterling Volunteers – Fort Collins, CO / 12.2019 – Present

Developed & maintained strategic relationships with key stakeholders including C-Level Executives. Coordinate internal resources to address client expectations.

- Partner with Operations Leadership to streamline processes and improve client experience.
- Advised Product team on methods to improve client communication.
- Consulted on chatbot functionality and workflows.

Team Manager / ADP, LLC – Fort Collins, CO / 1.2019 – 1.2020

Oversees all aspects of associate management and development for a team that supports more than 100,000 clients and more than \$70 million in annual revenue. Leads process improvement and program management initiatives that touch multiple aspects of the business including human resources, compliance/legal, and employee retention.

- Develop targeted associate development programs that provides team members with specific career development which has benefited employee satisfaction.
- Implemented systems to more accurately quantify service related inquiries and created programs to reduce low-value service contacts by 25%.
- Improved critical internal processes that reduce time to generate new revenue by 33%.
- Implemented associate development program that targeted reducing client escalations.

Account Manager / ADP, LLC – Fort Collins, CO / 11.2015 – 1.2019

Single point of contact and advisor for ADP strategic accounts. Provided general and account specific solutions for client screening requirements. Developed & maintained relationships with key stakeholders including C-Level Executives. Coordinate internal resources to address client expectations.

- Identify and collaborate with multiple internal resources (Ops, IT, Product, Legal/Compliance) to ensure client needs are met and long-term relationships are maintained. Streamlined client pilot process to reduce time to start to less than four hours.
- Listen, analyze, and process client problems in order effectively trouble shoot issues at the root source. Worked with client to streamline medical services scheduling and follow up process and reduced overall turnaround time by more than two business days.

- Train, educate and advise clients on products, services, internal processes and other specialized subjects related to background screening logistics. Present and train process for accessing public records and the variables that impact the time to complete a thorough a court search. Reduced client escalations by 40%.
- Regularly monitor client screening volumes, packages, turnaround time metrics, RFP activity and revenue streams to better forecast future potential strategic shifts or to identify upsell opportunities. Identified new client that was at risk and implemented incorrectly which resulted in 10's of thousands of dollars in lost revenue. Corrected configuration issue, retained client and boosted margins to 35%.
- Communicate legislative and regulatory compliance changes within the industry that impact client's screening policies and practices.
- Conduct regular on-site client business reviews and maintained ongoing touch point meetings at varying intervals (weekly, monthly, quarterly, and annual business reviews).

Team Lead – Client Services & Operations / ADP, LLC -Fort Collins, CO / 03.2014 – 11.2015

Trusted advisor and subject matter expert for 40-50 associates spanning service and operations functions. Focused on ensuring performance targets were met, evaluating and optimizing processes for efficiency and scalability.

- Established method for tracking associate error rates on client account updates and reduced errors by 15%.
- Pioneered program to increase associate retention by establishing coaching and mentoring relationships with leaders other than direct manager. Improved new associate retention by 25% and increased promotion rate by 20%.
- Improved process flows for distributing general customer service emails resulting in reduced response time by more than 8 hours.
- Analyzed consumer reports to ensure reporting (ID Matching) standards are met and reports are delivered accurately.
- Partnered with Compliance team to build framework for Enterprise Risk Management. Gained key insight into drivers, and measures for risk.

Solution Center Consultant / ADP, LLC – Fort Collins, CO / 08.2010 – 03.2014

Used strong interpersonal skills and product knowledge to communicate with customers and representatives to resolve issues through multi-channel customer support to more than 100,000 clients.

- Improved relationship with mid-size sales organization and improved client starts by 5%.
- Acted as subject matter expert for client service team and reduced time spent searching for solutions by 15%.

EDUCATION

Bachelor of Science, Business Administration – Project Management
Regis University
Cum Laude

CERTIFICATIONS/CREDENTIALS

Steven Covey Communications Training
Lean Six Sigma Green Belt Certification

CORE/TECHNICAL SKILLS

- Technical skills and software competencies: Intermediate/Advanced MS Excel, Intermediate MS SharePoint, Beginner/Intermediate MS Project, Oracle Forms, CRM.
- Strong written and verbal communication
- Cross-Functional Team Collaboration
- Strategic Planning & Thinking

- Relationship building