

SENIOR PROGRAM MANAGER OPERATIONS

Summary

Leadership professional with Lean Six Sigma Green Belt Certification Senior-level client/vendor relationship management, business development and contact center management. Expertise in project/client implementation with strong focus on leveraging multiple marketing verticals. In-depth knowledge of contact center software, operations, financial profit and loss, performance management and proven success leading paths to increased profitability.

Skills

- Account Management
- Dedicated to process improvement
- Customer Satisfaction
- Project Management
- Staff Management
- Profit and Loss
- Team Leadership
- Employee relations specialist
- Driven
- Staff development
- Supervision and training
- Expert in Consultative Sales
- Total Quality Management
- Service solutions expert
- Program start up and growth
- Time and Resource Optimization
- Cross-functional team management
- Calm under pressure
- Skilled negotiator
- Complex problem solving
- Change management
- Process Redesign

Accomplishments

Successfully grew business 30% by delivering high performance and client negotiation

Increase of Quarterly Revenue Boosted Customer Satisfaction Scores over 90%

Decreased cost per sale by 12% throughout outbound marketing channels by implementing on line hour and billing accountability thresholds in vendor contract agreements.

Produced Consistent Quality Assurance Excellence with continuous education

Spearsheaded reporting restructure process resulting in continuity.

Experience

Senior Program Manager Operations Jun 2013 to Current

Amazon.Com, Inc. i¼ Boise , ID

- Conduent/TMS Health, A Xerox Company is a leading global provider of outsourced multi- channel contact center services specializing in the healthcare, pharmaceutical and medical device industries.
- Implemented and created an operations center to support high profile Pharmaceutical Clientele.
- Critical decision making regarding contact center configuration to best suit multiple contact verticals for various brand representation
- Key decision maker for general structure and staffing.
- Primary leader responsible for all Contact Center activities, building an organizational structure high in Customer Satisfaction Scores for multiple verticals; customer care, sales, chat, back office.
- Oversee efficiencies and optimization of work-flows managing a team of 50+ ,
- Fundamental management of policies, procedures, and work-flows are being properly followed and implemented,
- Use of data, reporting, and metrics to determine trends and make decisions to change-course as needed.
- Apple Care, Portland Oregon - Strategic Business Unit Manager
- Oversee and manage the operations of 6 lines of business and over 450 FTE with overall responsibility for customer technical support resolution, service delivery, operations, Workforce Management
- Primary leader of Quality Assurance and Training.
- Manage the client relationship and ensure customer satisfaction.
- Full Profit and Loss responsibility and overall control of planning, staffing, managing expense priorities and recommendations for implementing changes to methods and procedures for the business unit.
- Compile and provide labor planning, problem resolution and coordination of activities between the client and company personnel.

Sr. Program Manager Jun 2009 to Jul 2013

Microsoft Corporation i¼ Boydton , VA

- Contact Management - Execution and management of inbound and outbound telephone sales
- Marketing of third party affiliate warranty products through financial, utility and direct to consumer channel.
- Leveraged innovative sales strategies, best in class customer experience, problem solving and commitment to ambitious goals
- Upstanding vendor and client relationship management.
- Creation and deployment of cross-functional training requirements, aligning external and internal resources with relevant activities, process development, implementation.
- Decreased cost per sale by 12% throughout outbound marketing channels by implementing on line hour and billing accountability thresholds in vendor contract agreements.
- Sales Methodology: Created and deployed Sales Effectiveness Training for all Vendors consisting of a five-day course in the consultative

method of sales, thereby breaking through the verbatim script environment, resulting in 15% increase in back end customer retention.

- Crafted and delivered client presentations to cultivate process change, cooperative script development, sales/customer experience training and recruitment methods.
- Streamlined vendor on-boarding process with task/owner relevancy process and tracking tool resulting in 30% improved efficiency in campaign and vendor start up.

Sr.Account Manager/High Tech Client Account Management Jun 2007 to Apr 2008

ARISE VIRTUAL SOLUTIONS 1/4 City , STATE

- Recruited to manage high-profile wireless telecommunication, broadband, and airline accounts.
- Key Account Management: Held full P&L accountability for three major accounts worth \$25 million in annual revenue: AT&T Wireless Chat Sales, Virgin America Airlines, and Digital Bridge Communications.
- Account Growth: Played key role in achieving 16% increase in total margin growth for two existing accounts, with individual incremental sales growth of 22%.
- Project Management: Led execution of live chat sales application for AT&T Wireless with 20 FTEs; fostered growth to 120 FTEs.
- Utilized exceptional product knowledge to enhance training for online ACPs.
- Operations Leadership: Motivated teams to consistently exceed client goals; attained average 27% profit margin by deploying action plans that improved efficiency and sales per hour.
- Outperformed competition by providing higher conversion rates and lower cost per sales; achieved 90% top performer rating.
- Process Improvement: Attained high client satisfaction by implementing team model for performance facilitators that involved taking responsibility for individual team sales performance and quality monitoring.
- Strategic Planning: Collaborated with client management to maximize peak hours performance, reduce idle hours, develop bonus payout criteria based on key performance indicators (KPI), and project future growth.

Senior Client Services & Call Center Operations Manager Sep 1997 to Feb 2006

CONVERGYS CORPORATION 1/4 City , STATE

- Directed call center operation for inbound service calls and three outbound sales programs.
- Directly supervised support staff and 160+ online associates, indirectly supervised 10 sites 1200 on line associates.
- Served as primary liaison and operational strategy advisor for 200-seat FTE project of outsourced/offshore vendor.
- Identified areas of development and strength to implement solutions, managed budgetary spending.
- Project manager for technology initiatives.
- Staff Management: Increased sales production 7% by creating and executing peak-time scheduling strategy.
- Reduced attrition rates 4% and absentee rates 6% by launching supervisor mentorship program.
- Incentive Compensation: Increased quarterly revenue 15% and attained customer satisfaction scores over 90% by creating and implementing incentive/bonus structure that motivated staff to increase sales productivity.
- Business Development: Increased ROI by negotiating favorable incentive, bonus, and quality assurance agreements with numerous telecommunications and Internet service provider clients.
- Process Improvement: Spearheaded sales training strategy that improved productivity and resulted in hourly conversion increase from .86 to 1.25.
- Subject Matter Expertise: Increased workstation utilization savings 40% for telecommunications client by serving as subject matter expert for outsourced telemarketing sales program with initial company pilot in India and the Philippines.
- Technology: Collaborated with statisticians and technology team on several initiatives including propensity-to-buy model that sorted outbound leads into top-tier calling lists and log-in initiative (single sign-on) that reduced log-in six minutes per agent.

Education and Training

Bachelor of Arts , BUSINESS MANAGEMENT/ADMINISTRATION 2009 Broward College 1/4 City , State

BUSINESS MANAGEMENT/ADMINISTRATION Lean Six Sigma Green Belt

Broward Community College 1/4 City , State Microsoft Excel, Staff Coaching, Performance Management, Conflict Resolution, Franklin Covey Time Management, Adaptation Management/Personalities in the workplace