



## **ROGER CAMPBELL SR.**

**DIRECTOR OF CONTACT  
CENTER OPERATIONS**

### **EXECUTIVE PROFILE**

Accomplished Contact Center Manager, with a background in domestic and international corporate training and sales coaching. In FY19 I transitioned Art Plumbing's call center into a remote contact center and increased production by 30%, as well as revenue by \$2M.

### **CONTACT**

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954-821-8272 - Pembroke Pines, FL  
33026-3331

### **ACTIVITIES AND INTERESTS**

Theater • Environmental Conservation  
• Art • Golfing • The Beach • Helping  
Charities

### **EXPERIENCE**

#### ***DIRECTOR OF CONTACT CENTER OPERATIONS***

##### **ART PLUMBING AC & ELECTRIC, CORAL SPRINGS, FL**

**APRIL 2019-PRESENT**

Manage a team of 20 IB, OB, OBS & Tech Dispatch • Determines Contact Center operational strategies by conducting needs assessments • performance reviews • capacity planning • cost/benefit analyses • identifying and evaluating state-of-the-art technologies • defining user requirements • establishing technical specifications • production, productivity, quality, and customer-service standards • contributing information and analysis to organizational strategic plans and reviews • utilize our CRM ServiceTitan to its full potential

#### ***MARKETING MANAGER PT***

##### **ACTI-KARE RESPONSIVE IN-HOME CARE, PEMBROKE PINES, FL**

**JANUARY 2018-PRESENT**

Managing all marketing for the company and activities within the marketing department. Developing the marketing strategy in line with company objectives. Co-ordinating marketing campaigns with sales activities. Overseeing the company's marketing budget.

### **PAST WORK HISTORY**

#### **SEPTEMBER 2016 - JANUARY 2018 • SALES MANAGER**

LA-Z-BOY - FL

#### **JANUARY 2013 – JULY 2016 • SALES & CONTACT CENTER COACH**

GLOBAL STAFF TRAINING – US & INTERNATIONALLY

#### **JULY 2014 – JULY 2015 • DIRECTOR OF SALES & TRAINING**

NEXTWAVE FUNDING - FL

#### **MAY 2010 – JULY 2014 • HEAD OF SALES TRAINING & DEVELOPMENT**

IMPERIAL STRUCTURED SETTLEMENTS - FL

### **CORE ACCOMPLISHMENTS**

Director of Contact Center Operations with ten years of experience delivering repeated success in structuring high-performing call center management and staff, streamlining processes, and implementing supporting technology to reduce expenditures, boost productivity, and increase profits.

An adaptable and transformational leader with an ability to develop opportunities that accomplish organizational goals. Experienced in corporate emergency readiness and management. Multiple times in my career it has become necessary to move my teams 100% remote due to unfortunate events such as, 9/11, Anthrax, the COVID 19 pandemic, and natural disasters. Seeking a new role where I am able to leverage my skills and experience to manage teams remotely, while achieving corporate goals.

### **KEY SKILLS AND CHARACTERISTICS**

Proficient with Microsoft Office • Certified Management Facilitator • Working knowledge with various CRM • Proficient with Predictive Dialers • Customer Service • Analysis Skills • Leadership Experience • Proficient with various Phone Systems • Understand Forecasting • High-Volume Staff Scheduling • IB/OB Contact Center & Marketing • Communication Skills • Organizational Skills and on **The Color Code I'm a Red.**