

Lee Steht

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Objective

I am an innovative, passionate leader seeking an opportunity to utilize my ability to inspire high levels of performance from employees of diverse backgrounds. I would also like to showcase my strong analytical skills with a focus on continuous improvement as well as unique relationship building expertise for the benefit of a world class company.

Professional Experience

January 2016-Present T-MOBILE Tampa, FL

Financial Care Representative – Call Center

- Successfully collect payments on past due accounts while delivering an Un-carrier, unscripted customer experience.
- Maintain a high level of productivity and keen focus on KPIs.

August 2015-January 2016 CONVERGYS Tampa, FL

Sales Team Leader – Call Center

- Develop a team of 20 sales agents to exceed sales goals on ancillary products and services offered through Convergys' client, AT&T.
- Improved team schedule adherence by over 15% by promoting personal ownership and rewards.
- Successfully resolve escalated customer technical and billing issues by showing empathy and using creative solutions based on each individual customer's needs.

2013-June 2015 AMERICAN EXPRESS Plantation, FL

Platinum Customer Account Manager – Call Center

- Developed relationships with high value card members and strived to deliver exceptional experiences with the intent to strengthen customer value in the product.
- Consistently achieved top sales and service performance.
- Selected to be a training mentor during 2015. Worked to inspire and educate newly hired account professionals to deliver paramount service to our card members.

2004-2012 WALT DISNEY COMPANY LAKE BUENA VISTA, FL

Guest/Cast Continuous Improvement Manager – Disney Reservation Contact Center

- Created, supported and analyzed ongoing and ad-hoc surveys via MS Excel for the purpose of improvement of existing processes/events and creation of new initiatives. This included the call center's Post Call Guest Satisfaction Survey which sampled up to 30,000 pieces of guest feedback on a monthly basis.

- Directed the Cast Advisory Council, a group of hand-picked Cast Members responsible for providing feedback and direction on business initiatives. Also focused on change management and continuous improvement opportunities to drive business performance.
- Support the Recognition team with selection, distribution and confirmation of gifts, awards and raffles provided to Cast Members.

Reservation Sales Manager – Disney Reservation Contact Center

- Motivated and inspired sales teams of up to 30 agents to achieve or exceed monthly revenue goals of up to 30% through interactive team activities, subject matter experts and real-time guidance.
- Ensured team members understanding and compliance of the Quality Monitoring attributes and how they impact guest service and revenue potential.
- Continued education in all aspects of WDW vacations, Orlando hospitality areas, including air, local highlights and potential revenue benefits.

Communication and Education Delivery Facilitator – Disney Reservation Center

- Facilitated review of DRC policies, taught effective salesmanship and instilled the heritage and traditions of the Walt Disney World Company to newly hired as well as tenured Cast Members.
- Responsible for the onboarding process and success of approximately 15 new hires per class. Exceeded graduation rate goals consistently.

Disney Cruise Line Group Sales

- Consistently achieved the highest levels of monthly sales performance in the group and special accounts department for the call center. Recognized in 2009 and 2010 with annual sales award.
- Provided sales and support to Special Account Travel Agents and Groups of 8 cabins or more. Enticed sales of amenities and upgrades through relationship building that was constantly rewarded by monthly sales incentives.
- Built relationships with Guests that encourage brand loyalty and make each Guest feel that sailing with Disney Cruise Line is an incomparable experience.

Education & Development

1997-1999 FLORIDA TECHNICAL COLLEGE
Associates Degree in Science, Computer Programming and Networking

1991-1995 UNITED STATES NAVY
Naval Cryptographic School

- Expert knowledge of MS Windows Platforms that include Office, Excel, Word, Outlook, Publisher and Access
- Programming knowledge of C++, Java , HTML language
- Technical knowledge of hardware and software installation of most PC components