

Samantha Funk

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SUMMARY

Fresh Web Developer with years of experience managing relationship and internal cross functional program for Fortune 500 client. Experienced with both optimizing caller experience design and technical design considerations. Consistent history of guiding teams through difficult challenges, serving as a trusted client advisor, and maintaining high quality standards.

SKILLS

Program Management | Business Analysis | Business Process Improvement | Cross Functional Team Leadership | Data Analysis | UI / UX design | Client Relations | HTML | JavaScript | Bootstrap | Node.js | CSS | Quality Management | Customer Experience | Customer Engagement | Passionate Problem Solver | Conversation Design

WORK EXPERIENCE

2008 – Present	Interactions, LLC	Indianapolis, IN
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Conversation Designer / Client SME

2020 - Present

- Spearheaded design changes for the Virtual Assistant implementation for large telecom client, enabling volume ramp up to increase annual recurring revenues by \$5.4MM.
- Led the design team for combining two large overlapping Virtual Assistant implementations into a single new application.
- Provided direction for cross functional project team related to technical integration and caller experience for same telecom client as subject matter expert

Client Services AT&T Program Manager

2017 - 2020

- Owned client relationship for company's largest client, accounting for \$30MM annual revenue.
- Led the cross functional dedicated team while we maintained and improved multiple Virtual Assistant applications.
- Coordinated and consulted with other teams at all levels within the company to manage shared resources and strategies.

Manager, Account Management

2014 - 2017

- Oversaw the growth of 2 separate Virtual Assistant applications from Pilot stage to full production volume ramp (~250MM calls annually)
- Served as main point of interaction for client stakeholders and as liaison between them and project team
- Tracked and Analyzed KPIs/metrics to maintain and improve application performance, as well customer satisfaction.

Manager, Call Quality Analytics / Senior Manager, ICenter Quality

2011 - 2014

- Created an enterprise wide quality review process for customer calls, including manual call listening, metrics trending and periodic reports to individual Account teams with suggestions for improving the performance of their Virtual Assistant applications.
- Led a separate quality process to grade individual intent analyst performance and provide feedback for improvement.

Intent Analyst / Team Lead

2008 - 2011

- Started out as an intent analyst, answering customer calls and worked up to a team leader
- As a team lead, started doing call reviews for larger clients as time allowed. This eventually grew into the Enterprise Call Quality process that was implemented during my time as Manager, Call Quality Analytics.

DEVELOPMENT PORTFOLIO HIGHLIGHTS

Recipes4Me

Multi-page website that allows users to collect all their favorite online recipes into a single cookbook. Users can also search for new favorites to add.

Sam's Day Planner

Simple calendar app to plan your daily activities

Weather Dashboard

Webpage that lets the user search for current weather and upcoming 5 day forecast in cities around the world.

EDUCATION

Butler University

Indianapolis, IN

Full Stack Developer Coding Boot Camp (expected completion: April 2021)

Barstow College

Barstow, CA

Associate of Science, Mathematics (2005)