

SCOTT WINTER

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Summary

Leader with over 15 years of experience supporting and managing call centers and help desks in both the private and government sectors. This experience includes using data driven decisions to drive process improvements that enhance customer experience while increasing productivity and efficiency.

Core Competencies

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| • Omnichannel Call Center Solutions | • Business Process Improvement | • Project Management |
| • Call Center Operations Management | • Data Analysis and Predictive Modeling | • Quality Assurance |
| • Lean Six Sigma Principles | • Relationship Building | • Team Leadership |
| | | • Customer Service |

Key Achievements

- Saved 150+ hours annually through report automation using Power Platform.
- Reduced call volume to agents by 10% with improved IVR routing.
- Created a predictability model that forecasted Average Speed of Answer within 10 seconds or less, with 75% accuracy depending on call volume variation.
- Achieved CMMI Level 4 certification through Lean Six Sigma techniques.
- Consistently received high satisfaction scores averaging 4.15 – 4.8 out of 5.0.

Professional Experience

NewWave Telecom – Quality Manager/Sr. Performance Analyst (10/2018 – 07/2024)

- Provide operational and reporting support for the Business Operation Support Center (BOSC) help desk contract with Centers for Medicare and Medicaid Services (CMS).
- Integrated Power Automate, SharePoint, and Power BI to save 150+ hours annually of manual data entry and manipulation.
- Administered the IVR system for the NICE CXone call center platform, including managing IVR menus and scripting, ACD call routing, user profiles, and generating comprehensive KPI reports to optimize call center performance.
- Added a feature to the IVR enabling supervisors to dynamically add temporary messages during outages, reducing call volumes to agents by up to 20%.
- Served as project manager for the conversion of the call center platform from Five9 to NICE InContact, overseeing requirement gathering, implementation, and ongoing support to ensure seamless transition and enhanced operational efficiency.
- Utilized Lean Six Sigma principles to monitor process performance, create accurate predictability models, and achieve CMMI Level 4 Certification.
- Leveraged ServiceNow to develop and deliver comprehensive daily, weekly, and monthly reports, providing critical insights to managers and employees enhancing operational efficiency.
- Develop, implement and manage quality auditing team and program that included consistent monitoring and feedback to drive satisfaction scores that averaged between 4.15 – 4.8 on a 5.0 scale.

Northrop Grumman – Computer Systems Analyst/Knowledge Management & Quality Lead (02/2013 – 09/2018)

- Cultivated positive customer relationships with CMS using telecommunication and in-person interactions.
- Led development of CMS Policy and Programs Group (PPG) SharePoint sites, streamlining the collection, storage, and utilization of data, enhancing efficiency and accuracy in data management.
- Contributed valuable input in developing department strategy and providing clear direction to team members, driving alignment and achieving departmental goals.

- Accountable for executing a range of Quality Control functions, including developing guidelines and criteria for auditing, audit calibration, and producing comprehensive weekly and monthly reports to consistently exceed customer quality expectations and maintain high standards of service excellence.
- Developed detailed training materials and effectively led both in-person and virtual training sessions, enhancing knowledge retention and skill development.
- Utilized the Remedy inquiry management system to perform various Knowledge Management (KM) functions, including developing Knowledge Management decision trees that reduced number of scripts by more than 10%.
- Developed and continuously updated department Standard Operating Procedures (SOPs) and process flows, ensuring streamlined and efficient operations.

TrailBlazer Health, LLC. – Customer Service Manager (11/11 – 12/12)

- Managed day to day operation of inbound and outbound customer service teams and all support functions for federally subcontracted Information Center with CMS.
- Oversaw daily operations of inbound and outbound call center, coaching and mentoring supervisors, 45 customer service representatives, and 5-8 operational staff to exceed SLAs and consistently achieve exceptional CPAR ratings.
- Created, planned, and managed Information Center strategy to support and exceed customer quality and accuracy standards.
- Coordinated and streamlined operations across multiple support departments, including training, scripting, quality assurance, communications, IVR, and call routing to consistently meet and exceed contractual requirements.
- Created and implemented strategic action plans to address Information Center performance deficiencies and maintain high quality standards.
- Led the management and coordination of all graphical user interface quarterly release activities, overseeing the entire lifecycle from requirement gathering and recommendations to training, script development, process optimization, and operational readiness reviews to ensure timely and successful releases, driving continuous improvement and operational excellence.
- Conducted in-depth reviews and analyses of call arrival patterns and call handle times to strategically optimize staff scheduling, ensuring peak call center service levels and efficient resource utilization.
- Managed the development and implementation of training materials, training plan, and training processes to support Information Center goals and strategy fostering a culture of continuous learning and excellence.

Comerica Bank – Contact Center Sales\Service Manager (11/07 – 10/11)

- Responsible for supporting the Customer Contact Center strategy by implementing technology improvements, energizing sales/referrals and aligning the sales/service individual team strategy with the department strategy.
- Created and facilitated ongoing sales and service training of 40+ tele-sales and tele-service agents to ensure all sales and service goals are exceeded.
- Accountable for the contact center service and sales teams meeting and exceeding all sales campaigns and company sales promotions. Average campaign and promotional results are 110% of goal.
- Collaborated with Contact Center Director on strategic planning, operational processes, and quality improvement.
- Planned, managed, and directed staff to ensure all service delivery channels (IVR, Phone Rep, Email overflow) and processes are operating to meet service & sales goals of 80/30.
- Responsible for the management of head count, sales budgets, and general expense metrics of the sales team
- Responsible for the contact center's passing of all compliance and audit testing/standards.
- Managed staff through phone system conversion to CISCO and provided input while planning conversion.
- Member of core team responsible for developing and improving quality assurance process

Education/Certifications

- Bachelor of Science Business Administration – University of Texas at Dallas
- ITIL Foundation 4 Certified
- HDI Service Desk Manager Certified
- NICE CXone ACD Administrator Certified