

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 the customer experience while increasing productivity and efficiency.

- Building and administering omnichannel call center solutions to optimize voice and chat handling solutions
- Managing daily activities of call center staff and operations for government contracts with Centers for Medicare and Medicaid Services (CMS)
- Utilizing Lean Six Sigma principles to monitor process capability, implement and evaluate process improvements, and create process predictability models used for CMMI Level 4 Certification
- Creating positive, profitable relationships on federal contracts (both as contractor and subcontractor) and in the private sectors
- Building complex data models combining data from different sources to create key insights for managers and employees

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

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 automate repetitive reports previously generated by individuals that saves over 150 hours of manpower each year
- Serve as IVR administrator for call center platform, NICE CXone, including changes to IVR menus and scripting, ACD call routing and skills, user profile management and all reporting of call center KPIs
- Improved IVR call routing and messaging using NICE Studio to provide key information to callers and reduce call volume to agents by over 10%
- Added feature to the IVR that allow supervisors to quickly and dynamically add temporary messages to the IVR during outages or emergencies, reducing call volumes to agents during outages and surges by as much as 20%
- Served as main point of contact and project manager when converting call center platform from Five9 to NICE InContact including requirement gathering, implementation and ongoing support
- Used Lean Six Sigma techniques to monitor process performance and create predictable data models used to achieve Capability Maturity Model Integration (CMMI) Level 4 for our organization
- Created a predictability model that forecasted the Average Speed of Answer within 10 seconds or less, with 75% accuracy depending on call volume variation
- Use ServiceNow to create daily, weekly and monthly reports that provide vital information to managers and employees
- Managed team of quality analysts to ensure call and email inquiry audits were performed monthly and coordinated other quality functions such as calibration and reporting
- Develop, implement and manage quality auditing 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)

- Effectively utilize telecommunication and face to face interactions to cultivate and maintain positive customer relationships with contracted customers, including liaisons from the Centers for Medicare and Medicaid, across geographic areas
- Served as project lead and chief strategist for development of CMS Policy and Programs Group (PPG) SharePoint sites providing guidance and recommendations for structure and development of content
- Provided leadership and development of SharePoint tools used to automate client business processes
- Responsible for assisting with developing department strategy and support, providing input in key management decisions, and giving direction to ABOSC team members

- Accountable for performing multiple Quality Control functions such as call auditing, call audit calibration, weekly and monthly reporting, and call audit disputes to ensure customer quality expectations were exceeded
- Provide in-person and teleconference training for both external customers and internal team members including developing training materials as well as leading both in-person and teleconference training sessions
- Develop and implement quality guidelines and criteria for auditing electronic inquiries to improve quality of responses and customer satisfaction
- Utilize the Remedy inquiry management system to perform various Knowledge Management (KM) functions
- Developed Knowledge Management decision trees that reduced number of scripts CSRs had to search by more than 10%
- Responsible for developing and updating department SOPs and accompanying process flows

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

- Responsible for managing day to day operation of inbound and outbound customer service teams and all support functions for federally subcontracted Information Center with CMS
- Coached, developed, and mentored customer service supervisors and 45 customer service representatives and 5-8 operational staff to exceed contractual SLAs and continuously receive exceptional Contractor Performance Assessment Reporting (CPAR) ratings
- Created, planned, and managed Information Center strategy to support and exceed customer quality and accuracy standards
- Coordinated all support departments such as training, scripting, quality assurance, communications, IVR and call routing, and subject matter experts to achieve contractual requirements of the Information Center
- Created and implemented strategic action plans to address Information Center performance deficiencies and maintain high quality standards
- Responsible for continuous improvement and increased efficiency of Information Center through process and technology improvements
- Accountable for management and coordination of all graphical user interface quarterly release activities including gathering and recommending requirements, training, script development, process development and operational readiness reviews
- Reviewed and analyzed call arrival patterns and call handle times to ensure staff scheduling optimizes call center service levels
- Responsible for managing and assisting with the development and implementation of training materials, training plan, and training processes to support Information Center goals and strategy

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
- Responsible for motivating inbound sales and service teams to consistently meet monthly and annual sales goals
- 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 and Contact Center Supervisors on strategic planning, operational processes, corporate initiatives, technology improvements, and quality improvement
- Planned, managed and directed staff to assure 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