OSAMU TOYONAGA

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**SUMMARY**

**10+ years’ experience in customer support management with strong leadership. Managed 900+ agents and staffs including subsidiaries. Experience of launching new services and expanding existing ones. Knowledgeable about CS, ES and KPI improvement, people management, cost reduction, P/L responsibility, SOW and RFP. Ability to work collaboratively in a cross-functional group environment.　Strong negotiation and communication skills. Experience of consultation and sales & marketing support.**

**EXPERIENCE**

**Jun. 2013 - Present: BELLSYSTEM24,** Tokyo

**Group Manager (Customer Support Consultation) - Branch Management Unit:**

* Belong to Multi-National Client Project directly deployed to U.S Chairman which is special taskforce to win call center businesses from foreign companies. Develop pre-implementation plan such as feasibility study, pricing, site selection and operation, IT infrastructure, and facility design through their SOWs and / or RFPs. Act as cross-functional team leader.
* **Clients:** Microsoft, Apple, PayPal

**Apr. 2012 - Mar. 2013: Okinawa Information Industry Association,** Okinawa

**Project Manager:**

* Was scouted to manage a project for both the Japanese and Okinawan government which was one of Okinawa promotion plans to train over 1,300 IT engineers. Assessed the market needs, developed and implemented training courses, had P/L responsibility. Fully spent the budget of $1.7 million and achieved planned target.
* Developed CRM System using MS-Access with SQL and VBA to manage information of customers, inquiries, budget and training programs.

**Jun. 1998 - Mar. 2012: CSK Group,** Okinawa

* **2009 - 2012: CSK Serviceware**

**Site Director (Customer Support Management and Sales & Marketing Support) - Operation Group: Managed 900+ employees**

* Expanded the site from 400 agents and staffs to 750 in one and half years by launching new services and expanding existing ones. Outsourced businesses to four subsidiaries and managed their 200+ agents. Number of clients was more than fifteen.
* Increased sales from $29 million in 2009 to $36 million in 2011.
* Eliminated all the deficit businesses and achieved $2.4 million operating profit by contract improvement, organizational reform and productivity enhancement.
* Smartphone support service for the　Japan’s largest mobile phone carrier won first prize in customer satisfaction survey by J.D.Power Asia Pacific in 2010 and 2011.
* Established Consultation division composed of operation managers to organize cross-functional team environment.
* Achieved making more than 1,000 agents to acquire worldwide industry standard IT certification in 10 years.
* Supported sales and marketing division in the area of contract condition, contents of service and pricing negotiation with clients.
* **2005 - 2008: CSK Communications**

**Director-General (Customer Support Management) - Contact Center Division: Managed 600+ employees**

* Responsible for all accounts in customer support business and several businesses of subsidiaries.
* Launched smartphone support service and expanded it to 250 employees in three years. Proposed many improvement plans for products and services to the client and many of them are approved.
* Focused on site’s overtime hours by analyzing cost leavers and reduced by 10% of total wage.
* Devised a slogan called “the law of happiness” to improve customer satisfaction of entire site.
* Laptop PC support service for major Japanese electronics corporation won first prize in PC satisfaction survey by Nikkei PC magazine in 2007, 2008, 2010 and 2011.
* Improved the first time close rate of anti-virus software support service to 95% from the 65% rate of the former outsourcer.
* Drew up a Business Contingency Plan with a client.
* Developed P/L Management system by using VBA to unify Excel data of all projects.
* **2001 - 2004: CSK Communications**

**Vice Director-General (Customer Support Management) - Technical Support Division: Managed 450+ employees**

* Rebuilt PC and Server support service which had severe problems. Changed staffs’ way of thinking by giving 1 on 1 interview thoroughly. Analyzed KPI, VOC, Call data and Reason code. Devised and perform action plan. Improved productivity by 25%, 15% in first time close rate and all KPIs. Lowered employee turnover rate by 20%, 10% in unscheduled absence rate. Recovered free cash-flow in black.
* Outsourced above business to four subsidiaries and managed multi-sites operation.
* Developed Call Performance Database system using MS-Access with SQL and VBA to gather raw data from PBX and monitored and analyzed call performance by utilizing it.
* Contributed to go public on NASDAQ Japan in 2001 as a board member.
* **1999 - 2000: CSK Communications**

**Director (Customer Support Management) – Technical Support Division: Managed 200+ employees**

* Introduced incentive rule and permanent employment system to improve productivity and reduce attrition rate.
* **1998: CSK Call Center Okinawa**

**Manager (Customer Support Management) – Software Support Department: Managed 100+ employees**

* Improved productivity by 20% by introduced an online knowledge sharing system.

**Support Engineer**

* Won first prize in productivity and CS survey at Microsoft Windows support service.
* **Clients:**
* **Post-sales:** Microsoft, DELL, HP, Oracle, Lexmark, Symantec, docomo, Panasonic, Nomura securities, AEON, Softbank. **Pre-sales:** CISCO, United Airline. **Pre- and Post-sales:** Adobe

**Sep. 1997 - Mar. 1998: Digital Media Factory**, Okinawa

**Director**

* Was scouted to establish a company as Director. Managed creating and selling computer graphics data of fish in Okinawan Sea.

**Aug. 1996 - Aug. 1997: RINS**, Okinawa

**CEO**

* Established own company as CEO with colleagues. Obtained a patent for Internet related technology and managed developing and selling internet services using it.

**Apr. 1987 - Jul. 1996, NEC**, Okinawa, Tokyo, Buenos Aires

**Marketing and Technical officer:** Handled sales and technical support for overseas subsidiaries　at International sales promotion division. Was assigned to an ODA project of Ministry of Foreign Affairs’ agency and worked in Buenos Aires as a technical expert for two years.

**QUALIFICATION and EDUCATION**

* Computer Proficiency: Word, Excel, PowerPoint, Access, VBA, SQL, Internet, PC hardware
* TOEIC Score: 835 (Listening 460, Reading 375), 2011
* Ryukyu University, Mar. 1987 undergraduate degree in electronics and information engineering