OSAMU TOYONAGA

**SUMMARY**

**15+ years’ deep experience in customer support management with strong leadership from small to large scale call centers remotely or directly. Expert of vendor governance, quality and productivity improvement, people management and revenue/cost control as a hands-on manager. Ability to work collaboratively in a cross-functional group environment.　Contribute to improve the stake holders’ satisfaction.**

**EXPERIENCE**

**Dec. 2014 – Current: Dell,** Kawasaki

**Senior Manager - Global Support & Deployment Division:**

Responsible for in-warranty technical support for commercial customers in Japan. Remotely overseeing an outsourcing service vendor located at three different sites with 100+ agents with strong governance. Managing complicated numerous KPIs by providing the break down root cause analysis by site, by team and by agent, devise and execute action plans as a hands-on manager. Reporting to a director in China.

**Jun. 2014 – Nov. 2014,** Tokyo

An opportunity of contact center director for LCC (Low Cost Carrier) company

* Was waiting the on-boarding but postponed to next year due to the business launch delay in Japan.

**Jun. 2013 – May. 2014: BELLSYSTEM24,** Tokyo

* **Accounts:** **Microsoft, Apple, PayPal**

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

* Belonged to Multi-National Client Project directly deployed to U.S Chairman which was special taskforce to win call center businesses from foreign companies. Developed pre-implementation plan such as feasibility study, pricing, site selection, and operation, IT and facility design through SOWs and RFPs. Acted as cross-functional team leader.

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

**Project Manager – Special Project:**

* Was scouted to manage a governmental project for human resource development. Assessed the market needs, developed and implemented training courses, had P/L responsibility, and succeeded in training over 1,300 IT engineers.
* Developed Customer Relation Management System by using MS-Access with SQL and VBA to manage customer data, inquiries, budget and training programs.

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

* **Accounts:**
* **Post-sales: Microsoft, DELL, Adobe, HP, Oracle, Lexmark, Symantec, docomo, Panasonic, AEON, Softbank, Nomura securities, Sompo Japan Pre-sales: CISCO, United Airline**
* **2009 - 2012: CSK Serviceware**

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

* Expanded our site from 400 agents to 750 in one and half years by launching new services and expanding existing business. Managed 900+ agents total, including 200+ agents at four outsourcing subsidiaries. Directed more than fifteen accounts simultaneously.
* 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 improvement.
* Strongly contributed docomo won first prize in customer satisfaction survey by J.D.Power Asia Pacific in 2010 and 2011 by executing DSAT\* Reduction. (\*Dis-SATisfaction)
* Supported 1,000+ agents to acquire worldwide industry standard IT certification in 10 years.
* **2005 - 2008: CSK Communications**

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

* Was responsible for all business at the company and several of four subsidiaries.
* Launched docomo’s smartphone support service and expanded up to 350 agents in three years. Proposed many improvement plans for products and services to them and many were approved.
* Focused on overtime by analyzing cost leavers and reduced by 10% of total wage.
* Devised a slogan called “the law of happiness” to improve customer satisfaction.
* Strongly contributed Panasonic won first prize in PC customer satisfaction survey by Nikkei PC magazine in 2007, 2008, 2010 and 2011.
* **2001 - 2004: CSK Communications**

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

* Was dispatched DELL’s PC and Server support service for project recovery. Focused on productivity improvement and attrition reduction. Monitored and analyzed the performance, identified the root causes, prioritized the issues, devised and executed the action plans, and reviewed and shared the results. Improved all KPIs including productivity and attrition rate improved by 20%, and unplanned absence rate improved by 10%. Finally, managed 400+ agents and directed 5 sites simultaneously including four outsourcing subsidiaries. Recovered free cash-flow in black.
* Developed Call Performance Database system using MS-Access with SQL and VBA to gather raw data from PBX, and improved call analysis and management ability.
* Contributed to go public on NASDAQ Japan in 2001 as a board member.
* **1999 - 2000: CSK Communications**

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

* Improved productivity by 20% focusing on information retrieval ability and introducing incentive bonus system at Microsoft’s Office and Windows support service.
* **1998 - 1999: CSK Call Center Okinawa**
* Joined right after the company’s foundation in 1998 and contributed as one of the start-up members.

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

* Improved productivity by 20% focusing on to promote the use of Tips Database.

**Customer Support Engineer**

* Won first prize in productivity and CS survey at Microsoft’s Windows support service.

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

**Co-Founder, Director**

* Was scouted to establish a company focusing on creating and selling computer graphics data of fish in beautiful Okinawan Sea.

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

**Founder, CEO**

* Established own company with colleagues. Tried to launch a new internet business using a patent that was a message display software for an internet browser utilizing firewall technology.

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

**Marketing and Technical officer:**

* Belonged to International computer sales promotion division to handled sales and technical issues for overseas subsidiaries.
* Was assigned to a governmental project for international cooperation development in Buenos Aires as a technical expert for two years.

**QUALIFICATION and EDUCATION**

* Computer Proficiency: Word, Excel, PowerPoint, Access, VBA, SQL, Internet, PC hardware, Mobile
* TOEIC Score: 855, Mar. 2014
* Ryukyu University, Mar. 1987 undergraduate degree in electronics and information engineering