**CLAYTON GRIFFIN**

Seminole, FL

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*Professional with extensive experience in analyzing business processes, identifying areas for improvements, & troubleshooting key features in the overall integrity of an organization.*

# Qualifications

## Over 25 year’s combined experience in contact center leadership, customer/client success management, & business integration oversight within the technological & professional services industry.

## Demonstrated knowledge in customer success management, client satisfaction & retention from “start-up” through “take-off” stages in organizations.

## Awarded the highest annual performance rating “Grade-A” (Tata Group)

## Received 4 employees of the month’s awards & 1 quarterly employee achievement award at international auditing firm employing over 209,000 staff members. (PWC)

## Computer Skills: MS Suites, SAP, ticketing systems: Service Manager/Desk, CRM system: Sales Force, CMS systems: Avaya, Windows 7, Mac OS, IOS, KCS, & ITIC

## Certifications: ITIL Foundations Certificate in IT Service Management; ITIL Intermediate Certificate in Service Offerings & Agreements; ITIL Intermediate Certificate in Operational Support Analysis

# Professional Experience

## Smartcare, llc, seminole, fl (Dec 2015-May 2016)

## *Start-up SaaS company providing iPad based management software for childcare centers.*

## Customer Success Manager

* Performed on-boarding functions including reaching out to new clients, tracking/receiving all needed documents, reporting account information, and scheduling implementation dates.
* Provided follow-up to all clients on satisfaction and delivered detailed business requirement reports to developers for system enhancements based off client feedback.

## Revel Systems, St. petersburg, fl (Jul 2014-Dec 2015)

*Start-up SaaS company providing iPad based Point of Sales systems focused on order tracking, billing, and delivery for restaurants and retailers.*

## Tier 3 Escalations Specialist

* Performed client retention duties by assisting at risk clients; identifying and documenting their business requirements, working with proper support team and coordinating solution delivery to resolve issues.
* Assisted in launch of grocery store module by inserting products into formatted Excel sheets for upload, correcting workflow issues, and continuing customer relationships.
* Effectively switched a dropping client into a company advocate by identifying concerns, understanding his business and delivering satisfactory solution based on his needs.
* Developed better process for setting up the inventory system for Revel’s bar clients by removing redundancy resulting in greater inventory accuracy and decrease in client set up time.
* Remotely mentored new tier 2 vendor agents in Serbia using a dedicated chat room, which increased product knowledge and reduced escalated tickets by 25 percent

## SERVE VIRTUAL ENTERPRISES, ST. PETERSBURG, FL (Sep 2013-Apr 2014)

*Provider of prepaid banking card and is a subsidiary of American Express.*

## 2nd Shift NOC Lead

* Developed a structured process for new hire training and provided timely evaluations to the team.

## TATA CONSULTANCY SERVICES, TAMPA, FL (Mar 2011-Sep 2013)

*Global leader in IT and professional services providing digital and business solution outsourcing.*

## On-Site Service Desk Manager

* Prepared daily reports with call and ticket activity, monitored call volumes, managed call volume between US and India, coached on-site team members and provided training to staff in India.
* Handled all on-hand issues such as team negotiations, outages with application, etc.
* Reduced customer hold-time by creating hourly report view in Avaya Call Management System that allowed easier management of agent skills.
* Reduced ticket aging ensuring SLAs were met and communicated to leadership by creating spreadsheets to depict call and ticket durations.

## PRICEWATERHOUSECOOPERS, LLP, TAMPA, FL (Mar 2002-Feb 2011)

*World largest professional services firm and one of the Big Four Auditors.*

## Support Coordinator (7/08-2/11)

* Joined project management team to provide end-user perspective for application development, established support structure, and provided knowledge documentation to support and train staff.
* Participated in User Acceptance Testing for new applications and updates.
* Worked with escalation team to confirm all issues were being resolved and proper information was given to the customer.

## Senior Associate-Support (4/05-7/08)

* Provided instructional and technical support for time and expense, accounts payable, and accounts receivable submissions as well as reporting, billing, procurement, client contract creation, and maintenance using SAP R/3 and BW transactions.
* Acted as technical liaison between support team and back office teams learning the SAP workflow for all major modules.
* Performed quality ticket/call audits to ensure all calls and tickets go to the right specialist.
* Assisted the development of the Queue Management Coordinator Program that certifies service tickets were closely monitored reducing ticket holding time and increasing SLA compliance.

## Associate-Support (3/02-4/05)

* Provided time and expense, network connectivity and administrative support to over 35,000 employees while managing accounts and active directory.
* Trained and developed 25+ specialists to support PwC’s new SAP financial application which resulted in Service Level Agreements (SAL) being met 2 months earlier than expected.
* Performed all quality work for 75 staff for four first four months of new SAP financial system support.

# -Similar Experience-

# COMPUTER GENERATED SOLUTIONS, TAMPA, FL (1997-2002)

## PwC Support (2001-2002)

## Team Lead (1999-2000)

## Support Specialist (1997-1999)

## UNISYS, ST. PETERSBURG, FL (1994-1997)

## Florida Medicaid Field Representative

# Education

## FLORIDA STATE UNIVERSITY

*Bachelor of Arts in History*

*Bachelor of Arts in Theater*

## *Minor in Computer Science*