

## Focus of Interest: **CALL CENTER MANAGER**

Innovative, diligent, and results-driven professional with proven record of success in leading technology initiatives and streamlining existing business operations to gain and ensure profitability. Consistently recognized for superior performance and creative problem-solving abilities. Possess well-developed qualifications acquired from comprehensive experience in diverse areas focusing on project management, sales and marketing, general management, and operation management. Demonstrate in-depth knowledge of telecommunication business processes. Analytical thinker and problem solver with well-developed team leadership and supervisory adeptness, as well as solid communication and interpersonal skills. Accustomed to developing effective client relations and ensuring total customer satisfaction.

### AREAS OF EXPERTISE

- ✓ General and Operation Management
- ✓ Strategic Planning and Development
- ✓ Revenue / Profit Growth and Optimization
- ✓ Customer Service and Retention
- ✓ Product, Performance, and Market Optimization
- ✓ Organizational Needs Assessment

### PROFESSIONAL EXPERIENCE

INSIGHT COMMUNICATIONS

#### **CUSTOMER SERVICE DEPARTMENT HEAD**

2005-2009

- ❑ Administered HR and administration duties, such as recruiting, hiring, training, motivating, and coaching of management team and front line employees
- ❑ Developed and created the quality control team responsible for managing various customer-related issues and ensuring delivery of quality customer service
- ❑ Coordinated with different departments regarding technical operations in creating install options to efficiently utilize manpower while creating urgency of purchase and increasing customer satisfaction
- ❑ Created call compliance reporting to ensure service levels and lower customer call abandonment
- ❑ Assumed full responsibility in managing annual departmental capital budget

#### **Key Accomplishments:**

- Spearheaded and launched numerous projects, such as 20 Meg H.S.I., Digital Telephony in 2006, Wireless Home Networking in 2009, and Digital Transition, as well as multiple digital platform migrations and programming updates
- Coordinated and divided the call center in order to develop specific telesales team to ensure profitability, which was later on adopted by other Insight districts
- Led the development and implementation of call flow and sales scripts
- Strategically designed and implemented call monitoring forms to aid with employee coaching
- Planned and initiated a specific career progression program for customer service and retail agents, which was being used by corporate training department to evaluate new hires
- Orchestrated an innovative and new manpower model and schedule bid system to reduce overtime hours
- Generated and implemented an incentive plan for all levels of call center and retail employees, which was used in several Insight districts to drive sales designed to increase sales growth.
- Awarded Insight Winner Circle for outstanding achievement 2007
- Received 5% growth in telesales connects in 2007 and 6.1% growth in 2008
- Successfully implemented effective sales and marketing methodologies, which substantially augmented profitability and market share that resulted to:
  - 4.5% growth in telesales connects for the year 2006
  - 20 point increase in digital sell in, from 60% in 2005 to 80% in 2008
  - 29 point growth in high speed internet sell in, from 36% in 2005 to 65% at present
  - 21 point growth in digital phone sell in, from 19% prior to launch in 2006 to 40% in 2008
  - 5% growth Insight NKY district for 2007 and 2008

# MARY EVANS

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## WEINGARDNER AND HAMMOND

### MANAGER

2004-2005

- Effectively served as food and beverage manager at the River City Grille; acted as temporary general manager for the Cincinnati Airport Marriot responsible for management and supervision of various hotel operations
- Functioned as house manager within the restaurant; maintained and carried out customer service duties
- Mentored and evaluated staff to ensure productivity and quality service
- Accountable for interviewing and hiring new employees

## FIRST WATCH RESTAURANTS

### ASSISTANT GENERAL MANAGER

2003-2004

- Managed various HR functions to include interviewing, screening, hiring, training, and general development of restaurant staff
- Oversaw the entire financial management duties of the unit, such as ordering, setting pars, as well as monitoring and reducing overall inventory cost
- Coordinated and resolved all aspects business and customer-related issues that may arise; administered kitchen's daily operation and back-house staffing
- Drafted advertising copy and ad design as appointed by the local print media

## SOUL RIDE BIKE SHOP

### OWNER

2001-2004

- Planned, designed, and executed effective business plan, including market analysis and financial projections to determine the feasibility of the store
- Secured a CVC loan to finance the business, as well as licenses and insurance for the shop
- Negotiated two commercial leases; oversaw the entire store operations, including sales, purchasing, inventory, reporting, account billing, invoicing, merchandising, and work orders

## COMAIR INC.

### CUSTOMER SERVICE SUPERVISOR

1998-2003

- Provided direction to fifteen agents in every shift
- Ensured proper coordination of tower operations, field operations, and customer service to ensure seamless customer service experience
- Coached and ensured development of employees, conducted evaluations, and maintained performance records
- Certified as a CRO (Complaint Resolution Officer) and a GSC (Ground Security Coordinator)

## EDUCATION

### BACHELOR OF SCIENCE IN COMMUNICATIONS

Northern Kentucky University ▪ Highland Heights, KY: 1994

## PROFESSIONAL TRAINING

WICT (Women in Cable Television) Executive Development Training