

THOMAS CLARK

Address ▪ Contact Number ▪ Email Address

PROFILE

Recognized for professionalism, positive intellectual approach, and commitment to excellence. Demonstrated capability in communicating and interacting effectively with all levels of professionals. Possess strong global leadership and motivational skills. Profound knowledge of project management, cost benefit analysis, cost reduction and process improvement. Bilingual person, fluent in English and Spanish with experience working on international assignments within American Express proprietary centers.

- ☑ Comfortable at multitasking and interface effectively with diverse population of clients and all levels of company personnel
- ☑ Demonstrated capacity to work under pressure and meet tight deadlines
- ☑ Effectively gain customer's trust and provide exceptional leadership and large class followings
- ☑ Expertise in resolving escalated customer service issues; resolve client problems in a timely manner to ensure satisfaction and loyalty
- ☑ Secured numerous company achievement awards for delivery of exceptional customer service and excellent performance

AREAS OF STRENGTHS

- | | | |
|----------------------|----------------------------|------------------------------|
| ✓ Customer Service | ✓ Total Quality Management | ✓ Problem Solving |
| ✓ Project Management | ✓ Strong Leadership Skills | ✓ Decision Making |
| ✓ Strategic Planning | ✓ System Reengineering | ✓ Persuasion and Negotiation |

PROFESSIONAL EXPERIENCE

American Express, Madrid, Spain **CUSTOMER SERVICE LEADER (SDL)**

2007-Present

- Spearhead a team of four team leaders, two MIS analysts, and 80 associates delivering professional customer service
- Direct all facets of day to day operations of the customer service center stipulating consistent excellent service levels while surpassing quality and customer satisfaction
- Administer overall budget of \$2.2 MM as well as expenditure and maintenance of sufficient staffing levels
- Establish and maintain working relationship with Internal Business Partners and Third Party Vendors
- Drive cost reductions and improve customer satisfaction through implementation of various projects

Key Accomplishments:

- ✓ Attained 30 seconds ACW reduction and 27 seconds AHT reduction with Auto-in
- ✓ Effectively reduced six FTE within first 90 days; 10 additional for 2008
- ✓ Achieved a 10 percent increase in schedule adherence and availability
- ✓ Increased T2B CSSM by 10 points while decreasing B2B CSSM by 2 points
- ✓ Recognized for \$220 thousand OPEX reduction FTE / AHT

American Express, Fort Lauderdale, FL **TEAM LEADER / PROJECT MANAGER**

1997-2007

- Led and managed team of direct 20 representatives and indirect three team leaders with 50 representatives providing exceptional customer service to achieve goals
- Directed all facets of operations of the entire Spanish gate logistic CCM and staffing to decrease abandon rates while improving service levels
- Facilitated coaching sessions and involved in various activities including international assignments to promote teamwork and diversity within work place

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- Managed various projects and performed several duties including the development and maintenance of project plans and statistical analysis

Key Accomplishments:

- ✓ Acquired Green Belt Certification and completed AEPM training
- ✓ Played a key role in the start up and launching of the Costco Puerto Rico True Earnings Card
- ✓ Organized and administered more than three thousand outbound calls informing existing card members of the change in card product and benefits in a period of two weeks
- ✓ Successfully initiated and executed Spanish VR Project with cost savings of \$250 thousand in 2007
- ✓ Actively involved in several roundtables with Jud Lundville identifying solutions to current servicing gaps affecting Hispanic card members and market

CUSTOMER SERVICE REPRESENTATIVE

1995-1997

- Employed prompt and efficient handling of incoming telephone inquiries from customer calls concerning company product and services, billing statements and discrepancies, payment issues, and general account inquiries

AWARDS AND HONORS

Quality Employee of the Month on two occasions: Superior Performer and Great Performer award
Acknowledged and honorable mentioned on the 2007-2008 Kent Chennault Innovation Project Fund
Nominated numerous times as Team Leader of the Month

PROFESSIONAL AFFILIATIONS

Member, Diversity Team AHORA, American Express Fort Lauderdale, FL

ACTIVITIES

Participated in the Employee Satisfaction Action Team
TSC Facilitator in the migration transition of the Latin American Dollar Card to Mexico City, Mexico
Lead Facilitator for the Bilingual ESAT Team