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RESUME OF QUALIFICATIONS
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OVERVIEW

Over 20 years of call center experience dedicated primarily to call center management and functionality: ACD, IVR, Workforce Management, Evaluation, Quality, Switching, Monitoring. Fluent Spanish.

EMPLOYMENT

4/2002 – present, Recall, Atlanta, GA, Customer Care Manager.

A document management company, expanding their operations through acquisition. Responsible for consolidating their customer care operations from 22 cities into one North American site located in Atlanta, GA. Coordinated all aspects of consolidation, from the technical requirements to the physical location while providing management and direction to an inbound call center. Increased productivity and reduced overall headcount by 38%.

8/2000 – 4/2002, Great West Life, Atlanta, GA, Call Center Consultant.

Large health insurance provider migrating from a small call center environment (40 agents) to a large multi-site call center (100+ agents per site). Responsible for reviewing current operations, analyzing results and work patterns, recommending solutions for improvement, and implementing opportunities. During the last year, dramatically improved results in 5 centers nationwide. Improvements range from reduced abandon call rates to increased service levels by more than 300%.

8/1999 – 7/2000, Visiting Nurse Health System, Atlanta, GA, Director of Customer Service.

Georgia's largest home health agency moving from a manual to a mechanized environment. Responsible for assessing opportunities, recommending solutions and managing implementations while providing leadership to a customer service call center. During tenure, implemented staff modeling, enhanced ACD management by instituting workforce and call center management tools, assisted in project managing office move, and was part of core team that implemented new customer service intake system.

6/1998 – 8/1999, Eyretel, Inc., Beltsville, MD, Call Center Consultant

A company transitioning from selling call logging equipment to incorporating CTI applications into a premier agent analysis package. Responsible for technical pre-sales plus post-sales project management for large scale/multi-site call centers. Assisted call centers in additional post-sale analysis for effectiveness of the products implemented.

12/1996 – 6/1998, Blue Cross Blue Shield of Georgia, Atlanta, GA, Call Center Administrator

Research, design, recommend, implement and maintain call center applications for a variety of call centers. This position balanced the need to be a project manager and the diplomacy of acting as a liaison between call center management and IT. Projects included call management, ACD routing, call recording, agent scheduling, traffic optimization, training and service reporting.

7/1995 – 12/1996, Response TeleNet, Inc., Atlanta, GA, Telecommunications Director

A start-up computer and telephony company with targeted annual sales of five million. Developed advanced telecommunications and computer network using CTI & IVR technology. This "computerized call center" was designed to handle up to 1.5 million calls per week. Successfully marketed system to several large organizations including the second largest charity in the country.

6/1980 – 7/1995, BellSouth Telecommunications, Miami, FL & Atlanta, GA, Staff Manager

Worked in all aspects of telephone equipment marketing. Managed a large collection team. Also, worked in designing and implementing complex business telecommunications equipment arrangements. Later, specialized in analyzing small business call center results, designing, implementing, creating, and maintaining solutions for improvement.

AFFILIATIONS

7/2001 – Present, Disease Management Association of America, Steering Committee on Call Center Technology