
CALL CENTER MANAGER

People-oriented leader with a successful track record in Business Development and organic sales growth. Proven achievements in account management and client retention. Engineered a 1,200% sales growth within 30 months through expert relationship building, leadership skills, and the ability to exploit technology to meet corporate and customer needs. A precise thinker who remains calm under pressure while performing against tight deadlines. Strong employee advocate with extensive knowledge of Human Resources. Recognized as a subject matter expert in Federal Collection and Credit Laws.

Competencies include: Client Relations, Team Building, Staffing, Performance & Productivity, Succession Planning, Policy/Procedure/Compliance, Quality Assurance, Sales & Marketing, Risk Management and Coaching/Mentoring.

“Carl is a consummate professional who can create and maintain structure in any setting. He is a master motivator who has a knack for learning the most effective way to motivate individuals to do their best, and then getting the best out of them. ...an exceptional example of what hard work, dedication, and perseverance can do to ensure success in life.”

-Scott Clarridge, M.Ed. – Danville OH. Public Schools

ACHIEVEMENTS

Awarded ADT Security “Top Business Partner” for 8 consecutive years for generating the most revenue of the vendor firms.

Presented the “People-to-People Award” from Alliance Data/The Limited for mentoring, coaching and team building.

Elected by peers at Verizon Wireless for recipient of the “Call Center of the Year Award” in 2001 and 2002 for continually exceeding Key Performance Indicators, service levels, and annual budget savings.

PROFESSIONAL EXPERIENCE

“Carl was looked to as a leader...no matter what the project, Carl was on it, questioning, researching, and testing to make the collections operation run more efficiently and effectively...He also was a great supervisor in Customer Service. He has great operational and financial skills and I'd work with him again in a heartbeat.”

-Diane Clinton, SPHR – Smith Education

Reliant Capital Solutions, LLC, Columbus, Ohio

2013

Responsible for the daily operations of the Call Center by overseeing a staff of 75-FTE, including meeting targeted internal revenue performance goals, compliance with State and Federal laws and exceeding client satisfaction in revenue performance and quality assurance.

Vice President of Operations/Consultant

- Oversaw all facets of revenue generation by engaging managers and staff through mentoring, team building, quality assurance and coaching.
- Designed, implemented and audited collection strategies to ensure revenue performance maximization.
- Administered multiple human resource functions including talent acquisition, on-boarding, training and development of the in-house production staff consisting of 5-Managers, 4-Assistant managers and 70-Front line Associates.
- Created customized collection strategies resulting in increased monthly revenue while reducing manpower expense.
- Interacted directly with Client Services, Regulatory Compliance, and Business Growth Support Departments.
- Revamped the entire cradle-to-grave strategy for more than 300 individual student loan clients.
- Planned the implementation and control of processes to ensure efficient operations.

Concilion Inc, Columbus, Ohio

2012

Lead all aspects of operations and marketing of a niche product with the goal of being a profitable business within 12-months.

Marketing and Operations Consultant

- Designed and implemented an integrated marketing and operational plan for the resale of customer location information data services.

- Oversaw all vendor and client contract negotiations including pricing, volumes and service level agreement details.
- Collaborated with IT in order to on-board new clients, train them on data retrieval and served as client liaison.
- Successfully grew business concept from inception to a viable organization inside of 60-days; within 6-months the business was turning a profit having acquired several large clients who were purchasing in excess of one million data records per month.
- Hired, trained and prepared the entire organization to meet internal, external and regulatory requirements, as well as service level agreements, client inquiries and account billing management.

Apelles, LLC, Columbus, Ohio

2003-2012

Vice President of Operations

Served as the Co-Founder and V.P. of Operations for a top performing Call Center with annual revenues in excess of \$3M and a turnover rate of less than 20%.

- Executed all “white paper” aspects of the startup of the Operations Department.
- Grew annual revenue from \$0 to more than \$3M with a 100% client retention rate.
- Implemented world class revenue generating strategies via technology exploitation through automation of processes and procedures while ensuring business goals were met through “exception reporting”.
- Provided direct oversight to 60 plus, onsite FTEs responsible for 20 million inbound and outbound telephone contacts in both the first and third party arenas.
- Managed the performance and data security of \$300M in client receivables.

Verizon Wireless, Dublin, Ohio

1996-2003

Associate Director/Credit & Collections

- Lead and directed a staff of 10 Supervisors, 20 Assistant Supervisors and 120 frontline FTE’s providing inbound/outbound call servicing to a 14-state, 7 million customer, Midwestern area.
- Managed AR Risk and Bad Debt; assisted in meeting sales goals while balancing AR risk via Management of FICO credit scores.
- Established benchmark results for telephone service level performance, call handling time, call quality assurance, and customer satisfaction.
- Achieved best in class recognition for team career development; 70% of team was cross trained to successfully handle customer service calls.

PROFESSIONAL ORGANIZATIONS & TRAINING

Certified Quality Assurance Project Management Facilitator
Management Development Team Administrator
Human Resources and Employee Relations Advocate
SME in Workforce Development, Team Building and “living’ the mission/vision

COMMUNITY VOLUNTEERISM

Upper Arlington Civic Association Volunteer and 4th of July Parade Judge
Upper Arlington Youth Recreational Baseball Coach and Volunteer – 7 years
Neighborhood Block Watch Leader