

JANE Q. PUBLIC

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CUSTOMER SERVICE DIRECTOR

*Process Improvement ▪ Performance Metrics Analysis ▪ Business Unit Management ▪ Sales Operations
Department Planning and Directing ▪ Procedural Development ▪ ISO9002 ▪ Sarbanes / Oxley
ERP System Training ▪ Issue Resolution ▪ Marketing / Sales / Logistics Coordination
Acquisitions ▪ Department and Organizational Mergers ▪ Training Programs*

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Seasoned, solutions-oriented, director-level professional with extensive expertise in customer service department design and integration, performance metrics tool development, and inter-departmental sales support. Possess valuable knowledge of process flow and a keen understanding of underlying business decisions required to drive performance factors. Proven ability to boost profitability and manage sizable projects. Strong combination of applications / equipment knowledge with vital leadership and motivational skills.

~ Experience Leading Teams to ISO9002 and Sarbanes / Oxley Certification ~
~ Successfully Directed Departmental and Organizational Merger Projects ~
~ Possess Strategic and Business Planning Experience for Product Launch ~

PROFESSIONAL EXPERIENCE

LOWELL PRODUCTS, INCORPORATED – ANYTOWN, USA

SALES OPERATIONS MANAGER

2005 – 2006

Lowell Products is a janitorial, maintenance and hardware supplies distributor / manufacturer located in the Washington, D.C. metro area.

Managed and optimized all facets of sales; analyzed Sales / Sales Operations business unit and operational needs, team member roles, and operational workflow. Analyzed sales data which included discounts, win / loss, key account lists, and territory performance metrics. Identified, analyzed, and resolved operations issues. Served as a liaison with other departments on CRM implementation, order processing, and logistics. Developed / automated new and existing analysis reports. Trained high volume customers on web based storefront software. Generated monthly reports for the Sales V.P. and implemented customer follow-up surveys.

- Served as the project manager for the installation and staging of 26,000 dispensers in Anytown County schools.
- Created / implemented metrics and scorecards used to measure business operations success.
- Trained 20 employees on a new ERP system; coordinated with software vendor to implement changes and modify the functionality of order entry tasks within the new system.
- Designed / implemented reports for contract cleaners to assist in budgetary management.
- Directed the sales team to a 12% increase in gross profit margin over the previous year.

KRONAN TECHNOLOGIES – ANYTOWN, USA

DIRECTOR, CUSTOMER CARE AND PURCHASING

1998 – 2004

Kronan Technologies is an international systems integrator of supply chain automation / inventory management solutions and services.

Designed and implemented the company's Customer Care Center, successfully merging five departments into one high-tech computer repair, product, and customer focused call center.

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DIRECTOR, CUSTOMER CARE AND PURCHASING (CONTINUED)

Created one point of contact for Peak’s 30,000 customers. Developed and managed a metrics-based performance system which included compliance to ISO9000 and Sarbanes / Oxley standards. Developed training programs to support all Customer Care Center activities.

- Participated as a member of an executive RFID Team that developed strategies and a business plan to launch the company’s Data Collection Systems and RFID offerings.
- Led the \$75 million acquisition of two major service organizations consisting of service on printers, roll feed, and pressure seal equipment.
- Re-engineered the drop-shipping process which slashed inventory levels, improved the procurement process, and increased the speed of product and invoice delivery.
- Designed and integrated an Accounts Receivable program that successfully tracked all inquires and escalations to resolution.

AT&T – ANYTOWN, USA

CUSTOMER RELATIONS MANAGER, VIDEOCONFERENCING

1997 – 1998

Managed the Customer Relations and Certification Team that supported videoconferencing customers. Certified customers prior AT&T service utilization.

- Implemented an excessive trouble ticket tool utilized by the Technical Support Group to proactively identify recurring failed conferences.

ORION FEDERAL – ANYTOWN, USA

REGIONAL SERVICE MANAGER

1997 – 1998

Oversaw P & L duties for a department with \$16.5 million in revenue and a 71% margin; directed a staff of 55 Service Engineers responsible for mainframe and UNIX system maintenance. Managed the National Pilot and a UNIX based dispatch system.

- Managed a reorganization team that orchestrated the successful merger of Orion Federal with Kesler HN and BDGH.
- Led the region in achieving ISO9002 certification.

EDUCATION

Associate of Science in Computer Technology

Anytown Technical Institute ▪ Anytown, USA

~ Top Graduate in Class ~

TECHNICAL SKILLS

MS Word ▪ MS Excel ▪ MS PowerPoint ▪ MS Access ▪ ACT!

A+ Certification

PROFESSIONAL ASSOCIATIONS

Customer Care Institute (CCI)

Association for Services Management International (AFSMI)

