

Patrick Professional

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With experience in Project and Process Management, Training and Development, and Business Development, I provide the framework for effective leadership and the vision needed to achieve corporate goals. I ensure companies get the most and best from their employees through management of challenges, growth strategies and the creation of training and development initiatives.

EXPERIENCE

Big Company Financial, Topeka, Kansas, April 2003 – present

Senior Specialist Instructional Design/Contact Center Training, February 2009 – Current

- Responsible for the training and development of 450 contact center agents and managers.
- Utilize Adult Learning Theory to design, develop, and facilitate training curriculum for multi-cultural contact centers consisting of New Hire training, technical and soft-skill training, and continued education courses
- Development of three week New Hire Training manual, including agendas, student workbook, PowerPoint presentations, group activities and additional practice material
- Conduct needs assessments through Behavioral Quality Management (BQM) system, internal audits and follow up sessions to identify skill gaps and determine appropriate training interventions
- Lead Train the Trainer sessions for 3 outside Call Centers including two international centers (India and Latin America). **Since execution of training material in international Customer Service Centers, Customer Service surveys have increased by 18%**

Customer Service Manager, March 2006 – February 2009

- Created and implemented new Quality Management call guidelines for 5 U.S. call centers as well as Canada and Mexico
- Created advertisement that was published nationally for new Quality Management call guidelines
- Assisted in development and facilitation of training materials for new call guidelines including PowerPoint presentation, activities, job aids and coaching tools to ensure retention
- Supervised up to 8 Team Leaders and 80 Agents in the Quality Management Department and High Risk Collection Teams
- Responsible for training and development, creation of Individual Development Plans, performance reviews, mentoring, coaching and career development
- Trained new Team Leaders on both functioning work skills and interpersonal skills in one-on-one and group meetings, daily goals and tasks worksheets and Individual Coaching Plans **resulting in team personnel promotions to 8 Team Leader and 1 Learning and Development Manager positions**
- Assessed and managed losses to consistently meet and exceed goals. **Ranked in top 5 of Customer Service Managers for 30 out of 35 months**
- **Achieved Top Performer award for work in 2007. Ranked first out of 13 Customer Service Managers at local Call Center and 5th out of 50 overall at Big Company Financial in 2007**
- Administered several budgets: Communications Committee and 3 sub-committees: Events Committee, Newsletter Committee, and Corporate Challenge Committee
- Member of Big Company Financial Communicator's Network, and heavily involved in 2 additional Company newsletters. Created and published center newsletter for over 3 years

Team Leader, November 2004 – February 2006

- Led 12 member team through participative management and coaching
- **Ranked 1st out of 36 Team Leaders for 9 out of 16 months**
- Project Manager for Internship program. Met with interns weekly to coordinate projects, timelines, and various work assignments. Evaluated each intern with group and individual final sessions. **3 of the 7 who participated in the internship program were hired as full-time employees**

Customer Service Representative, April 2003 – November 2004

- Managed and maintained customer base through management of losses and delinquency metrics
- Handled inbound and outbound customer service inquiries while exceeding set goals

City Commercial Bank, St. Louis, Missouri, 1997 – 2003

Account Specialist, Teller, Internship in Advertising Department

- Established new customers by opening and servicing various accounts including checking and savings accounts, IRAs, CDs and money market accounts
- Assisted the personal and business loan departments by examining applications and contracts
- Organized annual event for over 500 people for 4 consecutive years. Coordinated over 20 vendors, employees and other participants to ensure the event's success
- Worked closely with company's advertising agency to create website and other local advertisement including direct mailings, brochures, billboard advertisements and various other advertisements. Created and assisted in directing company's first television commercial
- Assisted customers daily to conduct deposits and account withdrawals

EDUCATION, CERTIFICATIONS & PROFESSIONAL DEVELOPMENT

Northwest Missouri State University, Maryville, Missouri

B.S. in Advertising, April 2002

Big Company Financial

Certified Interviewer (internal and external)

Conflict Resolution

Lead to Succeed

Leading Change

AON Assessment Testing Certification

Various additional seminars related to management

TECHNICAL PROFILE & SPECIAL SKILLS

- Proficient Windows 98/2000/NT/XP Operating Systems, and Microsoft Word, Excel, Access, Publisher, PowerPoint, Outlook, FAW (Financial Access Workbench), LotusNotes, Adobe Photoshop, ETALK Superview, Aurora Quality Management, ADVISOR, Mozilla Firefox, and Cognos (customer service reporting program) application
- Phone Systems: Mosiax Auto Dialer System, ETALK Superview, Aurora Quality Management, Aurora Phone System (conferencing and monitoring)