

EXECUTIVE CLIENT 1

Cell: 555.555.5555

1234 Main Street ▪ City, ST, 00000

email@msn.com

EXECUTIVE SUMMARY

Senior-level Executive who leverages US and international experience in leading operations, people and processes to strengthen revenue, profit and competitive market advantage. Innate ability to quickly identify issues, define strategic solutions, and oversee tactical execution to turn around underperforming operations. Collaborative leader with unshakable integrity; communicates vision and direction, leads with authenticity, identifies top talent, and empowers teams to reach their highest performance potential. Leverages keen business insight and strategic vision to zero in on unmet customer needs and deliver differentiated, profitable solutions.

AREAS OF EXPERTISE

P&L / Finance / Operations Management
Business Transformation / Turnaround
Communication / Presentation
Team Building / Leadership Development

International Business Management
Product & Brand Management
Sales & Marketing Management
Project Management

Strategy Development / Execution
Market Analysis / Differentiation
Client Relationship Management
Process / Performance Improvement

SELECTED CAREER ACHIEVEMENTS

- Spearheaded turnaround of 350-member customer service organization; leveraged problem-solving ability of front-line staff to streamline and optimize operations. Won J. D. Power & Associates Award. Success became Name Business School Case Study.
- Saved more than \$11 million per year by improving processes, productivity, training, cost management, and marketing strategy.
- Managed all financial aspects of a \$37 million telecommunications/wireless expansion project in Saudi Arabia; built trust with negotiators, overcame cultural obstacles and successfully achieved positive cash flow for the 1st time in the project's history.
- Delivered \$1+ million cost savings over 5 years by establishing company's 1st Spanish-speaking service team for commercial division.
- Drove more than \$2 million in bottom-line impact by creating and implementing tiered customer service program.

EDUCATION

Name of Business School, High Potentials Leadership Program, Year

MBA, Strategic and Entrepreneurial Management, The Name School, University of Name, Year

BS, Accounting (*magna cum laude*), Name of University, Year

President, Name of Honor Society ▪ Member, Name and Name Honor Society

PROFESSIONAL EXPERIENCE

COMPANY #1

2005 - Present

SVP Operations Partnership Group, City, ST

- Direct and lead operations team for the \$10+ billion partner relations portfolio, including Client, Client and major Oil companies.
- Define strategic direction for the operations team; establish accountability metrics, executed cost management, training, staffing, and productivity tactics, and provided critical support for marketing initiatives.
- Optimized operational performance and cost control, supporting revenue growth and expansion of partner portfolio.
- Led team that identified and removed 220,000 defects from the business, resulting in significant process improvement and \$11 million in annual cost savings.
- Lead four VP-level business managers charged with overseeing the daily portfolio performance and strategic initiatives.
- Manage all partner-related contractual commitments
- Ensure service, quality and effective communication across functional areas including transaction services, marketing, finance, decision management, risk, embossing, statement management, collections, customer service, fraud, and compliance.

VP Commercial Operations Partnership Group, City, ST

- Directed commercial partnership for the \$10+ billion Client private-label credit card portfolio.
- Instituted tiered customer service program that aligned customer spend with level of service, saving \$2+ million per year.
- Initiated and led projects related to US and international portfolio management and growth.
- Provided problem-solving leadership for all issues relating to operations including risk, compliance, marketing, decision management, paper and collections. Led and implemented process improvements for all portfolio metrics.

EXECUTIVE CLIENT 1

Cell: 555.555.5555

1234 Main Street ▪ City, ST, 00000

email@msn.com

COMPANY #2

2000 - 2005

Director of Customer Care Emerging and Mid – Markets, City, ST

- Led operational turnaround of large team of 350 customer agents fielding more than 500,000 calls per month to resolve customer billing issues for all services on a nationwide basis, achieving minimal hand-offs. Won J.D. Power & Associates Award.
- Guided team to identify customer satisfaction and operational issues, determine areas for process improvement, and implement solutions. Team that had missed customer satisfaction goals for 3 prior years met all standards, slashed issue resolution time in half, and won the President's Award for revenue generation at the sales center that year.
- Defined, managed and improved metrics for performance, including cost efficiency, revenue, loyalty and customer satisfaction.
- Developed immediate and long-term strategies, tools, systems and training to ensure ongoing success of the organization.

Director of Vision Data and Devices, City, ST

- Managed 40-member team and 500-seat call center supporting data applications for business customers.
- Responsible for \$10 million budget. Key member of, and contributor to, product development team.
- Maintained and supported all trouble processes for voice and data lines of business.
- Responsible for specialized help desk that managed executive and field sales escalations.

Director of Hospitality and Education, City, ST

- Managed product development team of 4 associates focused on hotel and education markets; managed \$4.1 million budget.
- Enhanced the product line to add additional revenue opportunities from the current offering.
- Analyzed product, competitive landscape, and market potential; recommended that Company #2 exit the business.

Business Sales, City, ST

- Managed 7-member sales team that consistently met or exceeded revenue objectives.
- Developed training programs to enhance team skills and enable them to fluently discuss and sell complex data solutions.
- Created The XXXXXX Program to drive sales results, increase market penetration, and provide customers with low-cost or free customer relationship management tools.
- Ranked #1 sales manager for the month of October out of 15 Sales Managers in the City, ST region.

Early Company #2 Experience:

Name Operations Manager, City, ST

Product Development, Name of Group, City, ST

COMPANY #3

Summer 2000

Summer MBA Intern, City, ST

- Determined alternative strategies for asset management and revenue generation at manufacturing location
- Drove costs out of the business by adding a 3rd shift; worked with union representatives to negotiate buy-in from rank and file.
- Analyzed post-acquisition integration strategies; worked with CEO to retain key staff and optimize merger benefits.

COMPANY #4 / COMPANY #4 INTERNATIONAL

1996 - 1998

Corporate Accounting Manager, City, ST / Business Manager Subscriber Radio System, City, Saudi Arabia

Corporate Consolidations Associate Manager, City, ST

- Managed corporate financial team; transitioned legacy and disparate financial systems to SAP platform.
- Directed all financial aspects of \$37 million telephony expansion project in Saudi Arabia, including contracts, invoice payment, and supporting financial reporting back to home office.

Prior Experience:

Tax Analyst, Company #5, City, ST, 1994 - 1996

ADDITIONAL INFORMATION

Selected as **Name of Award** for Year Name of Magazine

Name of Business School case study "Title of Case Study"

YMCA State Board Member 2008 ▪ Admissions Committee volunteer and alumni interviewer, The Name School

Open to relocation