

# Executive Client 1

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## Experience:

### Company #1

2005 - Present

*SVP Operations Partnership Group, City, ST 2005 – Present*

- Lead the Operations team for the Client, Client and Client Portfolios valued at roughly \$10 Billion dollars.
- Set the strategic direction for the Operations team in a matrix management environment
- Manage all partner related contractual commitments
- Responsible for service assurance for internal Company Operational teams and functions such as transaction services, embossing, statement management, collections, customer service, fraud and compliance.
- Interface with front-end functions to ensure operational readiness. Those groups would include marketing, finance, decision management and risk.
- Key areas of focus are new account/receivable growth, operational performance, expense management and relationship expansion
- Lead team of three Vice President level business managers who help oversee portfolio daily performance and strategic initiatives.

*VP Commercial Operations Partnership Group, City, ST*

- Responsible for Commercial Partnership for The Client private label credit portfolio. Both consumer and commercial combined value is over \$10 Billion dollars.
- Manage key projects and initiatives as it relates to the portfolio both domestic and international
- Provide leadership for all issues relating to operations including risk, compliance, marketing, decision management, paper and collections
- Lead process improvements for all key portfolio metrics
- Manage all contractual commitments as outlined in the operating regulations

### Company #2

2000 - 2005

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

- Lead large team of 350 customer agents resolving customer-billing issues for all services on a nationwide basis with minimal hand-offs.
- Responsible for \$17M budget
- Responsible for up-selling additional services to existing customers with significant focus on offer rates and sales growth results.
- Provide leadership, motivation and incentives for highly skilled agents in multiple call centers to perform at stretch target levels.
- Manage daily, weekly and monthly metrics for all aspects of call center performance, including cost efficiency, expense budgets, revenue, loyalty and customer satisfaction. Develop and execute improvement plans on a continuous basis.
- Develop and execute long term call center plans to deploy new tools, systems and training to ensure that all agents can evolve to servicing all enterprise products in a seamless manner.

*Director of Vision Data and Devices, City, ST*

- Manage team of 40 associates and call center with over 500 seats supporting business customers.
- Responsible for \$10M budget
- Support business customers with all data and device products through concept to life cycle management.
- Maintain and support all trouble processes for both voice and data lines of business.
- Responsible for specialized help desk that manages executive and field sales escalations.

*Director of Hospitality and Education, City, ST*

- Managed product development team comprised of 4 associates.
- Responsible for \$4.1M budget
- Led stabilization efforts as it related to service delivery and assurance.
- Created processes and procedures that enabled the business to be scaled according to business plan.
- Enhanced the product line to add additional revenue opportunities from the current offering.

*Business Sales, City, ST*

- Managed sales team comprised of 7 associates.
- Responsible for leading sales team, creating programs to help motivate team and all other management task.
- Developed sales team's skills through training to enable them to sell and present complex data solutions.
- Created Program to help drive sales results.
- Ranked top sales manager for the month of October for the region.

*Network Operations Manager, City, ST*

- Managed operational functional team comprised of supervisor(s), switch technicians, RF cell technicians, administrative support, project coordinator, and inventory management specialist.
- Oversaw all network operations functions in the field including base stations, switching center, national systems hubs, and transport elements.
- Responsible for service assurance and worked in conjunction with the national network operations teams (NOCC, Translations, NTAC, CMC, Network Security) to assure network integrity and operational stability

- Interface at the local market level with Sales and Marketing organizations, to insure network quality and performance meets corporate objectives and customer expectations.

*Product Development, Name of Group, City, ST*

- Led team in development of business plan outlining market growth strategy and cost savings initiatives.
- Product manager for implementation of Name of product. Responsible for bringing the product to market through management of cross-functional team of subject matter experts.
- Provided sales support and training to direct sales team for the Product offering in all BWG markets. Sales support consisted of presentations to potential customers, market specific analysis and strategy.

**Company #3**

**Summer 2000**

*Summer MBA Intern, City, ST*

- Determined alternative strategies for asset management and revenue generation at manufacturing location
- Created and implemented linear program to manage and model optimal complement scenarios.
- Analyzed post acquisition integration strategies of previously acquired company.

**Company #4**

**1996 - 1998**

*Corporate Accounting Manager, City, ST*

- Managed corporate financial team comprising of three associates.
- Implemented and transitioned legacy financial system to SAP platform.
- Reviewed and reconciled internal allocations of balance sheet accounts and asset transfers between all business units.

**Company #4 - International Division**

*Business Manager Subscriber Radio System, Country*

- Managed all financial aspects of \$37 million project.
- Prepared profitability analyses to review bids submitted for services from vendors.
- Analyzed financial performance and presented weekly results to senior executive team.
- Implemented and designed cost control model, measurable objectives and review metrics.
- Assisted in operational issues such as scheduling, recruiting and project implementation.

**Company #4**

*Corporate Consolidations Associate Manager, City, ST*

- Performed month-end consolidation of financial accounts for parent company.
- Developed financial reporting structure for newly formed entity including chart of accounts.
- Reconciled internal financial adjustments between all business units.

**Company #5**

**1994 - 1996**

*Tax Analyst, City, ST*

- Analyzed and reconciled tax accounts, which averaged \$800M per month including sales and use, federal, excise and gross receipts.
- Implemented tax savings strategy, which resulted in savings of over \$2M. Efforts led to recognition by the Vice President of the Tax department.

**Education:**

**Name of Business School**

*High Potentials Leadership Program*

**The Name School, University of Name**

*Master of Business Administration*

- Concentration in Strategic and Entrepreneurial Management
- Admissions committee volunteer and alumni interviewer

**Name of University**

*Bachelor of Science in Accounting*

- Graduated Magna Cum Laude
- Elected President of Name of Honor Society
- Name and Name Honor Society member

**Additional Information:**

- Selected as Name of Recognition Corporate Executives for 2007 Name of Magazine
- Name Business School case study "Title of Study" – discusses organization turn-around success
- YMCA Area Board Member 2008
- J. D. Power and Associates Award winner for Support of the Business Segment.
- Interests include family, reading and board leadership