

EXPERIENCE

Wayfair, Remote

Nov 2018 to Mar 2023

Senior Manager, Digital Customer Engagement

- Managed and directed high performing Omni-Channel organization, overseeing Chat/SMS Department of 300+ remote members; 90% Service Level Agreement met during growth period
- Created SOPs, developed coaching strategies, and established workflows while focused on performance optimization; cost per contact reduced by 25% during first two years of operations
- Named the Senior Manager of year for 2021; recognized as top performing leader in the org
- Successfully launched call center operations with team of 300 associates while meeting all hiring, budgetary and performance targets within the prescribed timeline; praised by CEO for execution
- Analyzed trending data to reduce outlier performers; decreased handle time by 5%, decreased shrinkage by 8%, increased First Contact Resolution by 6% through thoughtful coaching
- Collaborated with specialized teams to develop and streamline cost savings workflow changes while maintaining high customer experience standards; annualized savings of over \$50M
- Led the successful end-to-end launch of Chat Operations, leading a high-performing organization to complete over 2M customer contacts in first two years; increased service engagement by 30%
- As the project leader, oversaw every aspect of the chat launch, from initial planning stages through the development of systems; resulted in increased customer satisfaction by over 8% in first year
- Guided, directed and mentored both frontline and mid-level leaders to consistently surpass performance objectives; consistently achieved 100% on quarterly Manager NPS employee surveys
- Conducted comprehensive analysis and established KPIs/OKRs to improve customer experiences
- Successfully spearheaded integration of multiple sites in first-ever merger, achieving 75% alignment with manager/associate schedules; increased employee NPS satisfaction by 13.2%
- Delivered training to frontline associates and managers; improved customer satisfaction by 5%
- Developed short-term and long-term staffing strategies to ensure service levels achieved and budgets met as the organization tripled in size during initial year of operational engagement
- Provided daily executive briefings to senior leaders and made recommendations regarding workforce staffing modeling, new hire training needs and organizational metric improvements
- Led the launch of an SMS/Mobile Messaging platform as a segment of Omni-channel operations; resulted in increased customer engagement, enhanced customer experience and retention
- Project Management support with key business initiatives that improved cost effectiveness of the organization's operational activities while maintained high customer satisfaction and retention
- Collaborated with business partners and training organization to develop and implement electronic tools and templates to improve customer experience and streamline engagement
- Coached and developed managers and CSRs on performance improvement opportunities; ensured staff performing at optimal level for high intensity contact center environment

Travelers Insurance, Elmira, NY**October 2012 to November 2018**

Service Operations Manager, Small Commercial Insurance

- Managed team of 50 representatives who utilized phone and email communications to facilitate modifications to small business insurance policies by engaging directly with customers
- Developed a comprehensive and unique pricing model for small commercial insurance operations conducted at four US based call centers and collaborating with BPO partners
- Incorporated Voice of the Customer (VoC) into the operating model to prioritize optimal CX
- Developed capacity planning tool that enabled forecasting and staffing modeling for agribusiness
- Utilized analytical tools and behavioral observations to reduce risk to customer accounts
- Collaborated with site leaders to proactively model workflow changes to improve business results
- Collected data, analyzed results and made staffing and workflow recommendations to senior leadership; supported efficiency advances and positive customer experience and retention
- Conducts individual monthly/weekly coaching sessions tailored to business and employee metrics; developed talent and supported employee advancement within the organization
- Led process improvement initiatives which resulted in efficiency improvements and customer satisfaction; improved turnaround time by 10% for 90,000 customer interactions annually
- Developed employee communication training initiative targeted for employee development/interviewing for internal applications; over 90% hire rate for participants
- Launched diversity network within call center operations; fostered positive sense of belonging

United State Air Force (AFOSI)**September 1992 - October 2012**

People Manager

- Directly supervised, trained and managed investigative/leadership responsibilities for USAF
- Conducted and published threat/vulnerability threat assessments that drove security priorities, continuous security improvements and minimized criminal, counterintelligence and fraud risks
- Oversaw, directed and personally conducted intricate investigations involving criminal, fraud, and counterintelligence activities with serious implications for the United States Air Force
- Responsible for writing, reviewing, and editing all investigation reports delivered to Air Force Commanders as well as military, state and federal prosecutors defense counsel
- Developed targeted, prioritized threat protection strategies at protecting \$1Billion dollars in Air Force and Department of Defense Research and Development technologies

EDUCATION

Wesley College

B.S., Accounting

Corning Community College

A.S., Criminal Justice

Lean Six Sigma

Yellow Belt Certification