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## SUMMARY OF QUALIFICATIONS

**Management Professional/Team Leader** with extensive customer service experience in a busy call center environment. A dedicated, results oriented, and customer focused leader with proven success in motivating and building a team to reach company goals. Computer skills include Microsoft Word, Microsoft Excel, Windows Operating Environments, Lucent Centre-Vu Supervisor, Dictaphone Logger, Lotus Notes R5, Real Time Adherence software (RTA). Participated in **Zenger-Miller Management Program**.

## EXPERIENCE

**Valutec Card Solutions Inc.,** Franklin, Tennessee

**2004 - Present**

*A Nation Wide Leader in the Gift Card Industry*

### ***Merchant Support Manager,***

- Oversee daily operations of the Call Center and improved the overall quality of customer service
- Reduced call abandon rate from over 20% to under 5% one year later
- Responsible for the attendance, tardiness and workplace performance of the team
- Designed and put in place service metric requirements to enhance the client experience
- Monitored daily call center statistics to meet service level requirements
- Conducted call monitoring sessions and graded quality control of incoming calls for team representatives
- Responsible for extending call center hours after conducting service level tests
- Interviewed and hired new call center representatives as call volumes required

**PFIC Securities Corporation Inc., Union Planters Bank,** Franklin, Tennessee

**2002 - 2004**

*Fortune 500 company and leading provider of financial products in the Southeast.*

### ***Sales Support Specialist,***

- Responsible for complete and thorough knowledge of Fixed Annuity products and Mutual Funds
- Process Brokerage, IRA Brokerage account and RMD distributions
- Assist in Sales Support of Fixed Annuities through agents at bank branches
- Answer questions regarding IRAs, Taxes, Retirement Plans, IRS Regulations and Insurance products
- Provide assistance with investment suitability issues for agents
- Knowledge of bank products and procedures
- Assist Agents in the opening of new brokerage accounts
- Enter Account data changes into computer system

**METLIFE, INC., Defined Contribution Group,** Franklin, Tennessee

**1998 - 2002**

*Fortune 100 company and leading provider of a wide range of financial products.*

### ***Supervisor/Research Department,*** 1999 - 2002 *Promoted from Team Leader*

- Oversaw daily operations of a 21-representative call center and acted as Manager in Manager's absence
- Handled and resolved a variety of employee issues including absenteeism, tardiness, availability to take telephone calls, and productivity
- Handled a variety of deadline associated tasks, checks receivable, account fees and account complaint responses
- Communicated on a daily basis with IBM's payroll, legal, and human resources' personnel
- Communicated with Deustch Bank personnel due to client inquires over ACH loan repayment accuracy
- Calculated rates of return for participant 401(k) accounts
- Instructed classes on Retirement Planning, IRAs and 401(k) accounts for all new hires
- Interviewed and hired telephone representatives

- Assisted Manager with calculation of bi-weekly payroll
- Facilitated plan provision training classes for new team hires
- Resolved complex escalated calls from Team Leaders
- Incorporated knowledge of financial products and services, tax law, and IBM 401(k) plan provisions to respond to specific account inquiries, both written and verbal

**METLIFE, INC., Defined Contribution Group, Franklin, Tennessee**

**Team Leader, 1999** *Promoted from Phone Representative*

- Handled escalation calls from a team of six representatives
- Fielded questions from the entire IBM team of representatives
- Scheduled approximately 21 representatives to ensure adequate phone coverage over three shifts
- Mentored new hires and facilitated training classes about escalation calls
- Designed “Issue of the week” for the team
- Interfaced with plan participants to respond to inquiries and resolution of problems

**Phone Representative, 1998 - 1999**

- Responsible for processing financial transactions into system
- Entered SCORES into system for special situations
- Processed investment material requests through Administrative Services
- Placed follow up phone calls to participants with outstanding question

**FINE LINE ILLUSTRATIONS, Wantagh, New York**

**1980 - 1998**

*Graphic design firm specializing in the illustration of college textbooks.*

**Art Director, Computer Graphics**

- Managed the daily operation of the art studio of approximately 20 employees
- Had daily contact with clients and client vendors
- Oversaw art projects from rough to finished printed product
- Was in charge of quality control of all art projects
- Interviewed and hired new employees
- Oversaw project budgets worth thousands of dollars
- Handled troubleshooting with Traffic, Credit and Data processing departments

**EDUCATION AND TRAINING**

**Nassau Community College, Garden City, New York**

Courses concentrated in Advertising.

**BOCES Vocational School, Westbury, New York**

Courses concentrated in Commercial Art and Advertising.

**Company sponsored training:**

Zenger-Miller Management Classes

Quality Service Skills (QSS)

Retirement Planning Concepts