



For more information:
Ph: (913)-219-2997
info@dialinteractive.com

RANGE OF EXPERIENCE

Eleven years of project management experience with Fortune 500 companies, specializing in customer care.

- Extensive experience creating solutions for financial services companies in the retail banking, credit card and brokerage service areas
- Ten years of Big 5 management consulting experience
- Significant strategy, process and technology experience in customer care
- Expertise in customer service and call center best practices
- Direct experience with new call center technologies
- Business process reengineering and performance improvement experience related to customer service, marketing and sales
- Project management experience on large-scale change initiatives for Fortune 500 financial companies related to customer experience, contact center and CRM
- Extensive experience working with customer service executives on customer care improvement projects
- Administrative management (P&L) experience, including direct experience in budgeting, forecasting, human capital management, problem resolution, executive level reporting, and strategy development
- Leadership experience in technology start-up and eCommerce companies
- Significant exposure to Six Sigma; experience on Six Sigma project

PROFESSIONAL HISTORY

PRICEWATERHOUSE COOPERS – Charlotte, NC / Atlanta, GA

Principle Consultant - CRM – Customer Analytics, Contact Center Performance Improvement

April 2002 to Present

Responsibilities included:

- **Service Delivery Project Management** – Developed contact center solutions and enhancements to existing customer service process & technology architectures.
 - Deployment Lead on a Bank of America call center initiative (Summer 02) for Card Services.
- **Business Development** – Developed relationships with client management, service provider partners and technology partners.

NETEFFECT CORPORATION – Atlanta, GA

Practice Director / General Manager – Customer Contact Solutions

July 2000 to April 2002

Responsibilities included:

- **Business Administration** – Responsible for administering the consultant workforce of 30 FTE's
- **P&L Responsibility** – Responsible for a \$200K monthly revenue number. Responsible for tracking and forecasting consultant utilization, revenue projections and optimization of workforce utilization each week, month and quarter.
- **Business Development** – Served as principal liaison between NetEffect and Cisco Systems

- **Service Delivery** - Responsible for delivery of all NetEffect Call Center engagements. Directed engagement managers to ensure client satisfaction, overall quality and adherence to methodology & deliverable standards. Project Manager for several NetEffect projects, including Provident Bank, Suntrust Bank, Riptech Systems, Harris County Hospital District and Wildcard Systems.
- **Sales** - Responsible for proposal process, identification of strategic clients and/or opportunities; proposal development, proposal review, pricing, contract negotiation.
- **Methodology** – Championed and directed the methodology development process.
- **Knowledge Management** – Ensured knowledge capital was retained, organized and disseminated.

PRICEWATERHOUSE COOPERS – Charlotte, NC / New York, NY

Principle Consultant - Marketing and Customer Management

June 1998 to November 1999

Responsibilities included:

- **Business Development** – Worked with partners in the New York City market to identify and develop consulting opportunities.
- **Sales** – Contributed to sales of \$1.4 M in consulting services in one year for two NYC-based clients.
- **Service Delivery Project Management** – Project manager for CRM and call center projects. Interfaced with client executives in developing CRM and call center strategy and key business requirements.
 - Directed the vendor selection processes for selecting a CRM application and a call center outsourcing service bureau.
 - Managed a project to build a green-field call center for a major NY-based insurance agency.

ANDERSEN CONSULTING – Charlotte, NC

Manager - Process Competency Group, Financial Services Industry

September 1991 to June 1998

Responsibilities included:

- **Service Delivery Project Management** – Project manager on process and technology engagements, primarily in the call center space.
 - Project manager for several large call center initiatives at NationsBank; directed teams of up to 40 people to implement large-scale call center solutions.
 - Directed a team to re-engineer telephone banking processes for sales and fulfillment.
 - Subsequently led a project team to consolidate all non-mortgage retail sales calls into the National Direct Sales center.

EDUCATION

University of North Carolina, Chapel Hill, NC.

Bachelor of Arts, Honors in Economics (*Omicron Delta Epsilon*)

FORTUNE 500 CLIENTS

American Express	Deutsche Bank	Reuters/Instinet	Suntrust Bank
Bank of America	Metropolitan Life	RJR / Planters Lifesavers	Provident Bank
Chase Manhattan	NationsBank	Union Carbide	Ameritrade

PROJECT HISTORY

For details related to all major engagements delivered, a Project History Addendum to this resume is available upon request.