

Summary

Don Sutton has 20 years of experience in computer and management systems. He has extensive background in telecommunications, direct marketing, and customer service centers. Don's accounting background allows him to quickly pinpoint root causes to issues confronting today's multimedia contact centers.

Don has recently been focused on contact center consulting specializing in complex multi-location routing and voice response applications. He is a recognized leader in contact centers and has co-founded two successful voice response service companies.

Qualifications

- Management and Technology Consulting
- Excellent Customer Service Skills
- Skilled at pinpointing solutions by analysis of complex performance and financial numbers
- Project Management
- Contact Center Technology (ACD, IVR, CTI, WEB)
- Expertise at Business Case Analysis
- Computer / PBX Networking (T1, ISDN, TCP/IP)
- Relational databases
- Managing/Coaching a Diverse Team
- Experience with New Business/Center Startups
- Contact Center Product and Service Knowledge
- Telecommunications Industry Knowledge

Recent Accomplishments

- Performed Call Center Assessment, developed business requirements, and performed gap analysis evaluating IP telephony solutions for a 1000 seat call center across 3 sites. Re-engineered current IVR platform to extract additional value and implemented a new speech-enabled IVR system.
- Developed a Virtual Routing, CTI, and IVR Implementation Project Plan. This included completing functional design requirements, solution component design, revising the business case, and scheduling for 5 centers around the world.
- Completed several contact center consulting engagements that involved the following components: IP Contact Centers, Training plans, Product Comparisons, Test plans, CTI implementation, change management processes, reporting analysis and improvement, and multi-vendor integration.

Previous Experience

- As Vice President of Operations for NetbyTel (www.netbytel.com), designed and developed a speech enabled web site using agent technology that has in excess of 1,000 speech ports and runs in a large client server environment. This included implementing a fully redundant NOC, full management reporting system, as well as speech recognition front end to multiple call centers.
- As Founder/Chief Operating Officer at Phone Interactive (www.phone-ivr.com), designed the software and hardware for the telecommunication service bureau that has in excess of 1,200 interactive voice response ports. Directed the implementation of policy, procedures, quality control, and billing.
- As founder of successful accounting firm, responsible for accounting and tax matters for over 100 corporate clients and 300 personal tax returns annually. Provided computer-consulting services, feasibility studies for accounting systems, and set-up for management information systems.
- As Financial Systems Manager/Controller, was responsible for the preparation of monthly financial results for a worldwide operation with over 500 locations.
- As Cost Accountant, prepared monthly cost reports for printing manufacturer. Compiled monthly financial statements, prepared annual and monthly budget analysis and cash flow projections. Developed computerized productivity analysis system for improving plant productivity and automated accounting systems.

Education and Specialized Training

- Florida Atlantic University
Bachelor's Degree, 8/1983
BBA in Accounting and Finance
Minor in Computer Science