

SUMMARY

Distinguished Executive, Entrepreneur, and Outsourcing Leader. 15+ years of high-level project/program experience in delivering solutions that consistently exceed business and financial targets. Passionate about building superior customer engagement with partners and collaborators.

WORK EXPERIENCE

2017 – present **BUSINESS CONSULTANT**

- Specializes in business and outsourcing strategy, resource allocation, process improvement, and implementation management.
- Fosters a high environment of trust with partners, clients, and internal teams through strong communication and interpersonal skills.
- Focusing on providing support to non-profit and social responsibility divisions.

2016 – 2017 **CHIEF QUALITY OFFICER** *Knoah Solutions*

- Created, launched, and promoted an innovative Performance Improvement division focused on integrating data analysis/business intelligence, with auditing and process improvement consulting.
- Focused on developing new clients and partnerships in conjunction with Sales and Marketing to grow business by 30% in less than one year.
- Accomplished and highly regarded brand ambassador in charge of delivering the company's strategic vision at key international summits.
- Oversaw and managed vital revenue and growth initiatives.
- Procured outsourcing companies for Marketing, Sales, and R&D to ensure critical timelines were met.
- Oversaw the entire R&D lifecycle for the TotalAssurance program, resulting in the development of two new R&D tracks.

2012 – 2016 **GLOBAL STRATEGIC QUALITY PROGRAM MANAGER** *Apple Inc.*

- Develop, launched and structured global quality programs and methods.
- Managed both AMR (North/South America) and APAC (Asia Pacific) operations, spanning multiple countries, time zones, and languages.
- Supplied key stakeholders with studies and data that had long term positive ROI effects.
- Responsible for the program financials, including invoicing and contracts.
- Developed contracts and worked with procurement/ finance to implement.
- Consistently managed 10+ concurrent projects during complete lifecycles, from inception to implementation of results and follow-up.
- Regularly presented results to high level Apple stakeholders.
- Introduced ROI based studies and concepts.
- Developed program branding, training, and procedures.
- Delivered high level keynote presentations to key stakeholders.

SKILLS

Leadership

Business Acumen

C-Level Stakeholder Engagement

Cross-Functional Leadership

Employee Development

Emotional Intelligence

Entrepreneurship

Key Business Initiatives

Operational & Sales Acumen

On Shore/Near Shore/Off Shore Operations

P&L Authority

Project Management & Development

Public Speaking & Communication

Regulation & Governance

Root Cause Analysis

Strategic Thinking

Thought Leadership

Vision Casting & Setting

CERTIFICATIONS

COPC Coordinator

Six Sigma

Agile Program Management

- Highly involved with initiatives including creating pilot studies, supplying baseline an adoption data.
- Integral part of summits, including presenting data and assisting on additional non-quality related projects including creation of employee recognition concepts.

2011 — 2012

T-MOBILE PHILIPPINES DIRECTOR OF OPERATIONS*NCO Group*

- Oversaw 5,000+ employees for Customer Care & Tech Support
- Secured positive revenue by reducing attrition to 3.5%
- Surpassed contractual incentive goals for Quality/CSAT
- Improved WFM shrinkage & lowered agent AHT.
- Projected Financial P&L, EBITDA, and Operational Budget of 5+ million.
- Anticipated and Forecasted several LOB changes due client closing US sites.
- Developed and Mentored a team of 10+ senior managers, several who were promoted.
- Ensured CSAT surpassed client goal and contractual requirement within 4 months.
- Headed Senior Staff in global restructuring through strategic organizational design and process mapping.
- Migrated the first off-shore Technical Support group and placed consistently as the 1st and 2nd vendor for this LOB.
- Facilitated daily interaction with Executive team, including C-Level Officers.

2007 — 2011

DIRECTOR OF CUSTOMER SATISFACTION*Teleperformance*

- Pioneered first ever dedicated CSAT department.
- Transformed CSAT/Quality for 100+ accounts and 100,000 agents in 7 countries.
- Authored White Papers focused on improving CSAT in on/off-shore, high volume centers.
- Collaborated and Implemented companywide Quality Assurance Manual.
- Integrated COPC and ISO compliance into Quality Assurance and Operations verticals.
- Created and Executed detailed RCA reporting and analysis adopted by several clients.
- Developed and Facilitated leadership trainings for senior level management
- Coordinated closely with C-Level to improve profit, performance, and client growth.

EDUCATION

2017-2019

Masters of Business Administration**Master of Thought Systems Engineering***Open University, Milton Keynes, England*

(Leading British distance learning academic institution)

2014-2018

Continuing Education: Center for Compassion and Altruism*Stanford University, Palo Alto, California*

2015

Project Management Certification*San Francisco State University, San Francisco, California*

1998-2001

Communications, Journalism Concentration*Olivet Nazarene University, Bourbonnais, Illinois*