

**Summary:** Jim is an inspirational and motivational leader with a proven ability to improve service excellence in customer service call centers. Jim has managed everything from a single location call center to multi-site/multi-country operations for a 24x7 customer support and service team. Jim’s clients benefit from his 25+ years in the software industry, providing leadership and strategic execution to both B2B and B2C companies.



Jim’s expertise spans people management, customer engagement strategy, process and technology improvements, and operational excellence. Jim has received numerous awards and recognition from industry organizations for the operational excellence and customer satisfaction/loyalty levels for the call centers he’s managed. He has held leadership/management roles for teams in the US, EMEA and Japan.

**Consulting Areas**

- Customer Service
- Operational Efficiencies
- Metrics and KPIs
- Global Strategy
- Call Center Outsourcing
- Operational Consolidation

**Expertise**

- Strategic Planning
- Operations
- Technology Implementation
- Call Center Optimization
- Customer Self-Service Technology
- P&L and Budgeting
- Team Building & Performance Optimization
- Multi-party negotiations
- International standardization
- “Follow The Sun” Support Models for Distributed Call Center Teams

**Industry Verticals Served**

High Tech, Software, Financial Services, Telecommunications, Aerospace & Defense, Medical Equipment Manufacturing

**Representative Experiences**

- **Customer Satisfaction/Customer Loyalty Improvement** – Led company-wide effort to measure and improve customer satisfaction (CSAT) and customer loyalty/Net Promoter Score (NPS). Delivered customer skills training to global support team using outsourced partner, led customer journey mapping process, rewrote processes for customer engagement, issue handling and escalation, launched customer survey process, and designed dashboards to report on CSAT/NPS to executive management of the company. Results included moving CSAT levels from 62% to 94% on a global basis within a 18-month period, and doubling NPS from 12% to 25% in the same 18-month period.
- **Creation of “Concierge Service” Team Within Customer Support** – Led company-wide effort to create a “concierge service” team for strategic enterprise customers and to sell additional services/consulting packages to these customers. Began a pilot project in the US and rapidly rolled out to EMEA and APAC regions. Within a 12-month period the program was fully established and was being sold globally. Results included significant increases in customer satisfaction and NPS for enterprise customers, 15% increase in customer wallet share, and generation of an incremental \$6M in services/consulting revenue.
- **Implementation of Online Customer Self-Service** – Designed and implemented strategic plan to provide customers with self-service resources via web-based technology (ZenDesk, Salesforce Communities, etc.). Included Knowledge-Centered Support (KCS) principles in re-design of customer support/service routines, collected and curated a body of customer-facing knowledge, and managed chat- and forum-based support teams. Results for one customer included a savings of \$500,000 per year by reduction of customer service staff. Results for another customer included a 25% customer self-service rate, and a corresponding decline of 20% in call volume.

**Recent Clients**

SAVO Group, MatterSight, Synap Software Labs

**Past Employers**

Wind River Systems, PLATINUM technology, CA Technologies

**Education, Training & Certifications**

B. Sc. Comp. Sci., DeVry Institute of Technology

MBA, Benedictine University