

Paul Leibovitz

P. O. Box 803616
Dallas, TX 75380

Cell: 214-274-6939
Office: 972-385-9143
E-mail: callcentertiger@yahoo.com

ContactCenter / Client Services / HelpDesk / Project Manager Chief Customer Evangelist

15 years hands on experience in operations, training, employee development, quality control in customer service and CRM departments. Coached and trained functional teams to dramatically increase profitability and reduce service and resolution levels, quality control and ROI, increase profitability, customer satisfaction, retention and average sales transaction. Develop scripts and call-handling strategies. Utilizing Convergys, Vantive, Clarify and other CRM tools and data to reduce new customer acquisition costs, proactively identifying threats and bottlenecks in client services value chain. Managing and formulating strategic action based on evolving trends and patterns based on recurring topics and root causes analysis. Managing staff deployment based on "just-in-time" principles to conserve resources demand peaks/seasonality, while maximizing ROI. Successfully implemented client affinity/loyalty/preferred customer programs. Instituted operational philosophy based on total lifetime customer value management across geographically remote and virtually connected sites. Transforming service agency outsourcing support organization from a cost center to a value center. Deep working mastery of call center technology and tools, telephony networks, CTI, VoIP, ACD and IVR systems. Managed and improved KPI's and benchmarks by skill and performance based routing. Implemented multi-sites offshore, nearshore, bestshore, in-house and outsourced workforces (Service Agency), multi-channel scheduling and monitoring. Accelerated negotiations and agreements with new marketing partners and contract service providers.

Client Services Skills:

- ◆ Customer Satisfaction Surveys
- ◆ Up & Cross-selling, reducing returns & downgrade ratio,SLA Contracts
- ◆ Multi Channel customer interaction
- ◆ Root Cause & Knowledge Bases
- ◆ Multisite Centers and Bestshoring
- ◆ Cust. analytics & busi. intelligence

Telephony & CTI:

- ◆ CTI based Quality Monitoring
- ◆ MS Excel, Word & PowerPoint
- ◆ Call & Escalation Scripting
- ◆ IVR, ACD & CTI management
- ◆ Ticket and resolution workflow
- ◆ E-Mail & Interactive Cust. surveys
- ◆ VoIP implementation & Integration

Operations, Contact Center:

- ◆ Sales & Cust. Contact Automation
- ◆ P & L Analysis/ Benchmarking
- ◆ CRM, Escalation & Scheduling
- ◆ Managing Service Partners and Outsourced vendors/Subcontractors
- ◆ Account Fraud detection & resolution
- ◆ Customer Lifetime Value Management

EMPLOYMENT EXPERIENCE:

Outsourced Project CRM – CallCenter / Sr. Manager, Client Services Operations – Warehousing Logistics Software, EXE Technologies, Dallas, TX 09/ 2001 – 02/ 2008

Insourcing and ramping up an inhouse callcenter/CRM department which was previously outsourced. Worked closely with solution vendors and customers to transition the department, creating timelines and action plans, while increasing customer satisfaction by 25% and for the first time generate a positive ROI. Created and adopted performance triggers, performed root cause analysis, escalation and resolution metrics. Integrated and collaborated in creating training manuals for IVR, ACD & CTI. Managed Multisite centers virtually integrated by VoIP technology. Created templates and generate operational reports and key performance indicators for CSR's and upper management. Utilized customer satisfaction surveys and metrics to implement client and outsourced vendors process changes, profitability and compliance metrics.

Customer Service / CRM CallCenter Manager - High Speed Internet, MDU Multitenant Markets, Broadband Now - Irving, TX 07/ 1997 – 08/ 2001

Actively recruited, monitored and enriched a 120 CSR agents, improved and accelerated training programs, implemented operational metrics for case escalations and resolutions, presented consolidated operational reports and correlation analysis across all channels, generating reports with profitability projections to executive management. Successfully implemented a CRM software solution to manage all customer

interaction channels, meaningfully extracting profitability analytics and key performance targeted for improvement. Negotiated and accelerated negotiations and agreements with new marketing partners and contracted joint service providers. Instituted an account fraud detection & resolution workflow program.

Tech Support / CRM Dept. Manager - Outsourced Support, Teleservices and Marketing Service contracts, for U.S. West, SBC and Quest Telecom. Internet Divisions, ATC Communications (Outsourcing Service Agency, the predecessor to Aegis Communications Group) – Irving, TX

01/1992 – 06/1997

Led and participated in projects to institute and manage multichannel customer surveys for inbound and outbound Programs and campaigns, helped create self service surveys and feedback channels for both customers and vendor-partners, continually monitored operational and performance red-flags for upper management weekly meetings, while providing recommendations and methods to shorten the resolution cycle and capture more of customer value and profitability. Interfacing and negotiating with 15 regional and national vendors and their respective subcontractors.

Account Manager / Hospital Prescription Products Division - Roche Labs, Glaxo Welcome Pharmaceuticals and Solopak Labs – Berkeley, CA, and Dallas, TX

01/ 1989 – 12/1992

Calling on cancer clinics and radiation therapy institutions to expand and diversify heparin- based products' usage and implementation. Conducting product training with physicians, collecting and communicating competitive intelligence information and metrics to executive management.

Senior Combat Medic / Medical Core – Advanced MASH Army Unit, Military Forces, IDF

Deployed and managed a medical mobile unit, consisting of 6 junior medics and an MD. Implemented an innovative system to maintain a 3500 item inventory, developed and implemented a standardized expedient action plan to classify inflow of wounded soldiers and completing evacuation to urban hospitals with critical patient information delivered prior to their arrival.

EDUCATION:

BS - Business Administration in International Marketing and Telecommunications, U of Minnesota, Carlson Business School, Minneapolis, MN.

Completing MBA degree in December of 2008

References will be provided upon request