

Lena L. Ross
2 Northbrook Cr
Little Rock, AR 72205
501-217-0164 Home
501-407-4269 Office
501-366-6160 Cell
lhooper_23@yahoo.com

JOB OBJECTIVE:

To obtain a position in which I may utilize my work experience, education, and abilities.
To participate in an environment that is growing and will allow me to advance with in
upper leadership.

EMPLOYMENT HISTORY:

Fidelity National Information Services
Site Manager/ Assistant Director – IFS (Integrated Financial Solutions)
Card Division
Fraud Prevention
Feb 07 – Current
4001 N. Rodney Parham Rd
Little Rock, AR 72212
501-407-4269

Responsibilities and objectives include:

- ◆ Manage department's headcount to plan
- ◆ Manage department's productivity and non-prod time to plan
- ◆ Monitor monthly budget expenses and ensure proper controls are in place to achieve monthly budget
- ◆ Support monthly variance analysis research and explanations
- ◆ Support monthly business review process among management team
- ◆ Monitor monthly satisfaction results and verbatims and ensure follow-up to surveys and implement process improvements as needed
- ◆ Ensure proper monitoring is happening of all contractual and internal standards and that action plans are put into place to ensure achievement of standards
- ◆ Ensure supervisor/ manager progression action plans are being written and reviewed with supervisors/ managers
- ◆ Ensure yearly participation in 360 feedback process
- ◆ Ensure progression criteria for movement is being followed at all levels
- ◆ Ensure annual appraisals and exit appraisals are completed in a timely manner
- ◆ Review monthly profiles and ensure formalized development plans exists for associates in need of support/coaching

- ◆ Participate in team meetings and ensure they are held by supervisors on a monthly basis
- ◆ Participate in monthly capacity plan reviews with Leadership
- ◆ Ensure team incentives are utilized
- ◆ Drive people movement within the department and provide line balancing between functions as needed
- ◆ Conduct formalized career development discussions with supervisors and ensure all associates have career development discussions at least yearly
- ◆ Ensure entire site is referring to department website for department news/policies/procedures/updates
- ◆ Review action plans with supervisors on a regular basis

- ◆ Hold formalized monthly one-on-ones with supervisors/managers providing feedback on accomplishments in relation to objectives, learning action plans and critical skills feedback and ensures they do the same with their associates
- ◆ Perform root cause on associate turn and implement practices to reduce turnover
- ◆ Participate in quarterly department meetings

FTD Florist Transworld Delivery

Call Center Manager

Sept 05 – Feb 07

2402 Wildwood Ave

Second Floor

Sherwood, AR 72012

501-833-6324

Responsibilities include:

- ◆ Measure and report to Site Director regarding team performance against goals.
- ◆ Work closely with peers, Workforce team and Site Director to ensure team success.
- ◆ Be familiar with all products and policies in order to adequately monitor representative's performance.
- ◆ Monitor customer calls by listening to the actual call and using the monitor form to record call data. Monitoring may also include the side-by-side method.
- ◆ Provide consistent positive constructive feedback through effective coaching and training.
- ◆ Record all attendance exceptions for all employees as necessary on individual calendars and on team check-ins.
- ◆ Monitor key performance indicators, such as service level goals, occupancy, call handle times, sales goals, and cost per order.
- ◆ Record and deliver performance statistics monthly for each rep via monthly scorecards.
- ◆ Monitor performance and proactively address areas of development which may include progressive discipline actions in a confidential manner.
- ◆ Responsible for all direct reports' performance reviews as scheduled.

- ◆ Conduct interviews with potential candidates and make hiring decisions.
- ◆ Handle escalation calls efficiently and professionally, achieving customer satisfaction while adhering to company policy and business rules.
- ◆ Manage open / closing duties as necessary
- ◆ Provide coverage on production floor by managing occupancy through CMS.
- ◆ Partner with Workforce to monitor real time statistics to manage workload effectively.
- ◆ Maintain real time coverage in absence of a Workforce team member.
- ◆ Check refund reports and training issue reports daily. Follow up with appropriate coaching.
- ◆ Partner with Training to identify recommendations for additional training opportunities.
- ◆ Perform back-up training duties as necessary.
- ◆ Partner with HR to ensure correct handling of employee relations, progressive discipline, benefit, payroll or any other HR related activity.
- ◆ Audit Kronos time keeping and missed punch process to ensure employees are accurately recording their time for payroll purposes.
- ◆ Monitor quantity of items within team tagged groups within the Apollo system and the frequency in which they are being worked.
- ◆ Assess critical problems regarding internal systems and report findings to IT to minimize the business impact.
- ◆ Facilitate team contests to increase team performance.
- ◆ Ability to read call center memorandums, newsletters, and training material and reinforce information to team members.
- ◆ Ability to talk on the telephone with customers for extended periods of time.
- ◆ Consistently meet or exceed all performance standards.
- ◆ Other duties/projects as assigned.

Research Solutions LLC

Corporate Call Center Manager- Director/ Patient recruitment

Nov 2004- Sept 2005

900 S. Shackelford Ste.210

Little Rock, AR 72211

501-221-5000

Responsibilities include:

- ◆ Management and organization of the call center.
- ◆ Assisting my team with questions and concerns
- ◆ Daily, weekly & monthly production reports.
- ◆ Working in Microsoft office daily.
- ◆ Preparation for up coming ads to run in newspaper.
- ◆ Updating daily reports.

- ◆ Working with my team to have a productive environment.
- ◆ Meeting and exceeding difficult production goals.
- ◆ Payroll.
- ◆ Interviewing and recruitment of new employee's.
- ◆ Training new employees.
- ◆ Monitoring calls of call center.
- ◆ Communication with other offices and sites out of state.

Vacation tour and Travel

Corporate Customer Service

February 04, 2003 / June 28, 2004

8114 Cantrell Rd Little Rock, AR 72222

Responsibilities Included:

- ◆ Assisting customers with problems and finding solutions.
- ◆ Receiving incoming calls on customer service line and answering corporate phones as well.
- ◆ Filing and faxing daily paperwork.
- ◆ Receiving payments and monies from customers.
- ◆ Sales of the vacation packages.
- ◆ Data entry into computer and other software
- ◆ Scheduling interviews for the site manager and conducting a brief phone Interview.

Apex Marketing

Telephone Service Representative, customer service

July 12, 2001 / August 16, 2002

1900 Cantrell Rd Little Rock, AR 72202

Responsibilities Included:

- ◆ Sales of vacation packages.
- ◆ Assisting customers with their accounts, customer service.
- ◆ Daily entry of production and monies.
- ◆ Meeting production goals.
- ◆ Assisting co-workers with questions.
- ◆ Training new employees the computer system.

Dean Diamond Importers
Sales Representative
June 2000 – July 2001
Route 30 East
Westmoreland Mall
Greensburg, PA 15658
724-836-2500

Responsibilities Included:

- ◆ Daily & weekly, and monthly sales goals
- ◆ Assisting customers daily with very important purchasing decisions.
- ◆ Taking special orders.
- ◆ Calling to check status of orders.
- ◆ Call customers to let them know their order or repair is now ready.
- ◆ Opening and closing the store & register.

Dear Sir or Madame,

I'm writing this letter of recommendation on behalf of my employee, Lena Hooper. I have Supervised Lena since her start with our company in May of 2000. She has been a positive addition to our staff, and she will be missed when she relocates to your area. Lena is an optimistic person with a pleasant disposition. She is quick to catch on to new tasks and eager to learn. Lena has consistently met and exceeded personal sales goals, all-the-while being a team player. She takes pride in her accomplishments and is always anxious to learn new selling techniques.

Please: feel free to contact. me during the hours of 10:00 am until 9:30 pm Monday - Saturday, or 11:00 am - 5:00 pm on Sundays. Our telephone number is (724) 836-2500.

Sincerely,

**Heather Rae Tingle Assistant Manager
Westmoreland Mall
Route 30 East
Greensburg, PA 15601
Phone (724) 836-2500 –
Fax (724) 836-6964**
