

JOHN FUSSELL

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Summary

A results-oriented business professional with eighteen years in the customer service and technical support industries. Ten years of managerial experience in 24 X 7 call center organizations up to six hundred seats. Promoted three times in three years due to the ability to quickly assess call center operations and implement the proper balance of people, processes, and technologies to improve employee productivity and achieve high client service levels. Excellent leadership, communication, team building, strategic planning, and problem solving skills. Recognized for having the ability to develop client-focused organizational cultures resulting in significantly higher customer satisfaction.

Call Center Management

- Ten years of call center management experience, including as manager, senior manager, and director, in the satellite and terrestrial telecommunications, computer, and financial software development industries. This involved the development of strategic plans, budgets and managing large and small teams of multiple disciplines. Four of the years were within a 600 seat call center organization having two sites with a monthly call volume of 120k inbound / 40k outbound.
- Two years senior manager experience directing the activities of a staff of four managers and seventy agents providing 24 X 7 call center support for a Fortune 500 client account valued at \$5M. Promoted into position when account was in jeopardy due to high level customer complaints and turned it around within six weeks.
- Five years experience directing the activities of a 24 X 7 call center and customer service organization serving 14,000 clients nationwide.
- Integrated regional call centers into national unit resulting in savings of \$3M annually.

Call Center Process Improvement / Development / Knowledge Management

- Four years managerial experience leading call center best practice process development / improvement and knowledge management efforts at multiple companies. At Inacom, these efforts resulted in the firm's customer satisfaction ratings improving from the industry's worst to its best. My contributions in this area led my departing vice-president to state in a reference letter, "***During his tenure, and through his leadership, our organization achieved dramatic gains in customer satisfaction.***"
- Four years experience managing organizational change and developing employee training materials for the new processes and technologies my group was implementing.

Call Center Technologies

- Four years experience leading call center technology efforts at multiple companies that included evaluating, recommending and project managing the implementation of new tools, such as CRM, CTI, ACD, IVR, NVR, and KM.
- At S1, served as an internal consultant to the customer service / call center organization and developed a knowledge repository tool and associated document management processes. This tool was developed and implemented using existing software and hardware resulting in no capital outlay.

Call Center Metrics / Reports

- Four years leading groups responsible for developing call center metrics and reporting that provided strategic overviews of business operations in the areas of SLA compliance and employee productivity.
- Provided monthly analyses of performance trends and recommended solutions for any areas having downward trends.
- Developed presentation and report formats used in Monthly Account Review meetings with clients.

General Business Skills

- Directed staffs of up to twelve managers with 300 plus employees.
- Managed organizational P&L's and project budgets to \$13M.
- Excellent PC, MS Word, Excel, Project, Access, PowerPoint, and Visio skills.
- Four years experience working with Sales and Marketing to develop and deliver presentations on call center support services for prospective clients, as well as RFP "boilerplate", RFP responses, and cost models.
- Four years project management experience, including rolling out new call and customer technical support centers, as well as consolidating existing sites.
- Ability to instill corporate vision and develop an atmosphere of teamwork focused on meeting organizational and corporate objectives.
- Seven years experience in vendor and contractor relationship management.

Employment History

S1 Corporation - Norcross, Georgia	2001 - 2002
<ul style="list-style-type: none"> • <i>Director, Tools & Processes (Internal consultant and project manager assigned to call center)</i> 	
PSINet - Alpharetta, Georgia	2000 - 2001
<ul style="list-style-type: none"> • <i>Director, Tools & Technology (Project manager for implementation of new call and ERP support centers, processes, and technologies)</i> 	
Inacom Corporation - Roswell, Georgia	1996 - 2000
<ul style="list-style-type: none"> • <i>Director, Call Center</i> • <i>Senior Manager, Call Center</i> • <i>Project Manager, Call Center & Network Operations</i> 	
AvData Systems - Atlanta, GA	1994 - 1996
<ul style="list-style-type: none"> • <i>Director, Project Services</i> 	
GTE Spacenet - McLean, Virginia	1988 - 1993
<ul style="list-style-type: none"> • <i>Director of Operations (Field service and call centers)</i> • <i>Manager, Project</i> 	

Education

Garfield High School
 Kennesaw State University, Management Program
 U.S. Air Force Technical Institute
 Numerous Management, Business, Financial & Technical Courses
 Xerox's Baldrige Quality Award Program