

CONSULTANT ACCOUNT

Summary

This letter is to express my interest in your . I believe that my skills and qualifications make me a viable candidate for this opportunity. Below is a brief summary of my skill set for your consideration. I am confident that my experience and professional dedication will enable me to provide your organization with the skills you expect from your staff. I look forward to meeting you. I can be contacted at 404

Skills

- PROFESSIONAL SUMMARY
- Experienced, results oriented Customer Service Supervisor with a proven record of achieving business goals and objectives. Adept at communicating with all levels of management, sales, and internal departments to coordinate overall customer experience efforts. Demonstrate success implementing and executing key projects.
- Leadership (14 years)
- Process Improvement
- Proven Project Management Skills (1 year)
- Strategic Account Planning
- Manage Cross Functional Teams
- Strong Analytical Skills
- Customer Experience/Retention
- Excellent Negotiation Skills

Experience

Consultant Account 12/2014 to Current Company Name

- Responsible for strategic and tactical execution of project management initiatives that support the account management workgroup.
- Define project scope, goals and deliverables that support business goals in collaboration with leadership and key stakeholders.
- Drive online portal utilization strategies and approaches to increase business automation.
- Launched a Core Team to the promote business automation - up 20 points (Q1 44% - Q2 64%) Drive and evaluate best practices and determine approaches for customer relationships.
- Driving record breaking results for Customer Loyalty Index (South #1 at 9.73%) and a record breaking survey score for the South's Net Promoter Score of 83% Drive and evaluate ways to minimize churn, to protect Verizon's customer base Audit and Certify action plan initiative that will drive the desired results Collaborate with field partners to drive opportunities and penetration into VES accounts Proactively conduct analysis to identify root causes and data trends across key account management metrics.
- Verizon Business & Government Customer Operations Supervisor Account Management (Global Enterprise Advisors).

09/2013 to 12/2014 Company Name City , State

- Define, develop and implement strategic account plans encompassing AR reduction, business automation utilization, monthly audits and proactive servicing.
- Led Self-Serve Execution team for the South Area (Initiative) Communicate with customers, management and internal departments to coordinate account projects as outlined in strategic account plan.
- Delivered strong engagement at the account level and was able to overcome substantial opportunities with inherited relationships; 88% Customer Relationship Survey 1H2014 - Top Supervisor Team Net Promoter Score of 87% 2H2014 Professional experience continued Novella Walton Phone: 404-556-7261 Email: Novella.Walton@VerizonWireless.com Page 2 of 2 Lead and direct forward thinking Global Enterprise Advisor team in servicing fortune 100 customers.
- Assisting Sales to renew existing contracts, introducing new services via migrations.
- Strong 2Q Leadership Net Promoter Score improvement, from 69% to 100% June and July Manage and provide sales and services for 15 key enterprise contracts representing an \$8-10 million revenue base.

Supervisor Account 05/2011 to 09/2013 Company Name

- Provide support to internal and external customers through equipment order processing and account maintenance transactions for National, Major, and SMB Accounts.
- Partnering with the Business Sales Channel to service our customers, assist with escalations, and handle large research requests as required.
- The focus is to complete all requests sent through Workflow Manager with accuracy and in a timely manner ensuring commitment times to our customers are maintained.
- This role will provide online support as needed and will answer all account, equipment ordering, and My BIZ/VEC related questions.

National Account Business Service Center Supervisor 03/2005 to 05/2011 Company Name City , State

- Responsible for working with peers to provide alternative to successfully increase quality and productivity measures.
- Implemented strategies to reduce churn to <>
- Offer alternatives scripting to increase customer satisfaction and net promoter scores.
- Interface with training to identify training needs and assign to SMEs (subject matter experts).
- Monitor and track phone team's performance through intraday reporting and systems.
- Evaluate individual performance through daily interactions, audits, monitoring and feedback.

Education and Training

Bachelor of Arts : Communications 1984 Mercer University City , State Communications
Skills

Account Management, Process Improvement, Sales

Additional Information

- Awards and Recognitions 2006 Top Team Award (August and October) Ranked #1 of 17 Supervisory Teams 2006 4th Quarter Leader 2009 Winner's Circle Award (Alltel Migration) Projects Strategic Churn Reduction Team Center Champion for the release and implementation of OneSource S.E.L.F (Supervisor Enrichment Leadership Fundamentals) Alltel Migration Project NSA Account Team Supervisor June 2004 - Mar 2005 Consumer Support / CMA Supervisor May 2000 - June 2004