

# Jay Thomas

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## MANAGEMENT

Call Center Management / Six Sigma Process Engineer / Customer Service Professional / Operations

### Summary of Qualifications

Call center manager experienced in the information technology and financial operations industries. Extensively involved in the initial planning, evolution and operation of large scale call center operations. Using Baldrige & Six Sigma methodology, created and maintained departmental and corporate processes and procedures resulting in extensive savings in manpower and operational expenditures. Negotiated and maintained Service Level Agreements (SLAs) for various commercial and corporate accounts while insuring high levels of customer satisfaction.

- Effectively and efficiently managed the service business and daily operations of a Mega-call center. Directed daily operations and ensured service quality objectives were achieved and maintained for a 750 seat call center. Actively monitored call volumes, evaluated quality response time measurements while addressing real time operational trends. Addressed customer complaints and implemented customer driven resolutions. Responsible for identification of potential operational inhibitors and providing proactive customer driven solutions.
- Managed individual team members & supervisors daily operational activities along with the administration & application of corporate Human Resources policies. Utilizing hands-on team building techniques effectually constructed & maintained World-Class award winning teams. Developed training curriculums for Inbound & Outbound call center agent's training. Coached subordinate team members to provide "Best of Breed" results. Audited Support Reps to ensure corporate phone contact standards were maintained. Highly experienced in negotiation and mediation tactics resulting in harmonious customer driven employee executed results.
- Extensively proficient in scheduling & forecasting resulting in optimum allocation of manpower and resources. Highly skilled in ACD management/call routing strategy and Business Recovery for multiple interactive call centers. In depth experience in the preparation & analysis of performance reports, call center statistics – forecasting utilizing staffing models and plans. Proficient in the assessment of profit & loss, cost versus potential service level impact. Maintained increased profitability by the administrative re-engineering of processes to ensure effective and economic results.
- Possesses extensive knowledge of various call center technologies including automatic call distributors (ACD), PBX Technologies, Interactive Voice Response (IVR routing), VOIP usage, LAN/WAN usage and technology, Avaya, Lucent & Tenekron Infoswitch Call Distributors, AT&T Master Command Console routing, IEX Totalview Forecasting, Call Management System (CMS), IBM Quality Monitoring System, Witness, Server based Microsoft Products.
- Operational Knowledge of Lotus Notes, Microsoft Office Productivity Products, IBM Software/Hardware Product line, FDCA Regulations & Guidelines, US Govt. Contracting, Oracle, Peoplesoft CRM interfaces.

## EDUCATION & TRAINING

- Dillard university (New Orleans, LA.) B. A. (Political Science / English)
- S.M.U. Law School (Dallas, TX. ) 1.5 years Contract Law Studies
- MoreStream Training (online Training Program) (Six-Sigma Yellow Belt)
- Dearborn Training (Dallas, TX.) Real Estate Brokerage – GRE

## PROFESSIONAL EXPERIENCE

MARs Real Estate Company – (Dallas, TX. 1990 – Present)

- Managing Broker  
Broker/Owner of a Single Proprietorship Real Estate firm specializing in Residential properties. Licensed by the State of Texas & member of the National Association of Realtors & Metro Texas Board of Real Estate Brokers.

IBM Corporation – (Dallas, TX. 1984 – 2010)

- Manager/Senior CRM Delivery Specialist  
Operational management of 28 member team of customer Service Coordinators.  
National “RED HAT” trainer for IBM Call Center 2010 transition.  
Authored IBM Call Center Off-shift Training Program.  
Administrative & Operational management of 28 member team.  
Administration of IBM Corporate HR & Operational policies.  
Customer Complaint Resolution Focal.  
Direct / Advise Field Engineers in Critical Service Engagements  
Coordinated IBM internal resources during CRIT SIT Engagements.  
Negotiated acceptable resolutions to customer service related concerns.  
Collections coordination for varied Corporate & Commercial Accounts.  
Assistant Bankruptcy Liaison to Brunke & Silver.  
Researched corporate ownership & assets  
Coordinated skip/locate activity for Dallas region.

## AWARDS & RECOGNITION

- Dillard University Scholars Program
- Phi Alpha Theta history Honors Society
- U. S. National Merit Scholar
- IBM MEANS SERVICE Award
- IBM PINNACLE award
- IBM Achievement Award IBM EXCELLENCE Award (2)
- IBM Employee of the Quarter (3 – Dallas Branch)
- IBM WINNING LINK Award
- IBM Suggestion Plan Award (4)