



MICHAEL COOK

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Willing to Relocate

RECOMMENDATIONS

"If you are seeking a top performer and get it done, Mike is your guy. Whether it's resolution of customer issues or creative ways of increasing satisfaction, he'll be there for you. There isn't enough positive things to say about his attributes."

Jay Lacny, CEO, MyKidIsSafe

Managed Mike at Simply Internet

"Mike is a high energy person who has the ability to build a team and achieve results. Mike has strong Call Center experience with a focus on optimizing the customer experience. I would highly recommend Mike for any organization that is serious about optimizing performance while maximizing the customer experience."

Peter Lilly, VP Customer Operations, Cox Communications

Managed Mike at Cox Communications

"Mike Cook is a resourceful, creative, and solution-oriented person who was frequently able to come up with new and innovative approaches to his assigned projects. He functioned well as a team leader when required, and he also worked effectively as team member under the direction of other team leaders. He gets along extremely well with staff under his supervision, as well as colleagues at his level. He is highly respected, as both a person and a professional, by colleagues, employees, suppliers, and customers alike."

Charles Lockwood, Director NOC, TW Telecom

Managed Mike indirectly at Suddenlink Communications

"Across the multiple interactions we had -- assisting customers with issues -- Mike was consistently cordial, conscientious, and persistent in his efforts to help resolve customer problems."

Pete Abel, SVP, Corp. Communications, Suddenlink Communications

Managed Mike indirectly at Suddenlink Communications

"I had the opportunity to work with Mike Cook at Cox Communications has a peer in different capacities. Mike brings the attitude and aptitude to overcome any situation or task. In addition, he has a proven track record in building high performing teams and achieving high quality customer service. Mike has an outstanding ability to drive projects towards success and building strong cross-functional teams."

Joe Wilpitz, Manager Call Center Operations, Time Warner Cable

Worked directly with Mike at Suddenlink Communications

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"I have nothing but good things to say from my experience working with Mike. He was part of the loyal and hard working management team at Cox Communications that played a key role during the Suddenlink Communications (Cequel III) merger and acquisition of various Cox Communication service areas we purchased in Texas. I was always blown away by how always "on-top", hard working, sacrificial, and pro-active he was. His patience, knowledge, integrity and amazing attitude during it all stuck out to me and left a huge impression even though I worked from corporate in St Louis and he was in TX. We had lots of interaction by phone and email, and he helped make the difficult process of an acquisition much smoother! By the nature of my role in corporate (Corp Customer Care Liaison), I was in constant communication with supervisors, directors and managers at all of our local and regional offices as well as all our call centers. And without hesitation I can easily say Mike was one of the individuals that stands out from them all as an incredible employee, a valuable asset to any company, and a pleasure to work with. Can't say enough good things about Mike!"

Gretchen Teer, Corporate Liaison, Suddenlink Communications

Worked with Mike at Cox Communications and Suddenlink Communications.

"Mike is a detail oriented manager with a great ability to balance business needs with the people side of the business. He has a great attitude and is a true team player. Mike is willing to do what it takes to get the job done. He leads by example and communicates honestly and effectively with his co-workers and direct reports. Mike also has the ability to think outside of the box and come up with innovative solutions that are cost effective and efficient. I consider myself lucky to have worked with him in the past and would welcome any opportunity to work with him again in the future."

Jeanine Mcleod, Team Operations Manager, Cox Communications

Worked directly with Mike at Suddenlink Communications

"I worked with Mike at Cox Communications. He cares about the people he manages and they care about him. He is very personable, extremely approachable, and has the company's best interest in mind at all times. He is good-natured and very pleasant to work with. As a member of the same management team, he often shared ideas that are "out of the box". He is also very detail oriented when it comes to managing his team. Mike was the "go to guy" if you wanted a second set of eyes to look over your team's stats or needed a spreadsheet to help organize them. Mike's great personality and outgoing demeanor make him easy to work with; his business acumen and experience make him a great team member."

Daryl Simmons, Tier II Team Operations Manager, Cox Communications

Worked directly with Mike at Suddenlink Communications

"I have known Mike Cook for the past 6 years while he has worked as a Call Center Manager at Suddenlink Communications. I have been consistently impressed by both Mike's attitude towards his work and his performance on the job. His interpersonal and communication skills have allowed him to develop productive working relationships with our staff. I recommend Mike for employment without reservation. Please contact me if you need further information."

Aaron Hubbard, SBU Manager, ACS

Reported to Mike at Suddenlink Communications