



MICHAEL COOK

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Willing to Relocate

EXECUTIVE SUMMARY

COMMITMENT | LEADERSHIP | INTEGRITY

A results-oriented Call Center Manager with fourteen years of experience in customer service and call centers. Ten years of managerial experience in a 24 X 7 call center organizations of 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.

AREAS OF EXPERTISE

- People Management
- Operations Management
- Coaching
- Training & Assessment
- Staff Retention
- Call Forecasting
- Recruiting, Screening & Hiring
- Performance Reviews
- Call Volume Analysis

PROFESSIONAL EXPERIENCE

SURGEONS ADVISOR – MIAMI, FL (41k)

02/2010 - PRESENT

ACCOUNT MANAGER

- Responsible for all client communications, conflict resolution, and compliance on client deliverables.
- Review all major deliverables (i.e. strategic design, function spec, tech spec, etc.) to ensure quality standards and client expectations are met in a timely manner.
- Ensure that client issues are dealt with in an efficient manner.
- Work closely with the web development team in order to maintain a continuous knowledge of client website status in order to identify potential issues and/or opportunities within site.
- Ensure that all processes and procedures are completed, quality standards are met.
- Communicate the client's goals and represent the client's interests to the team.
- Provide regular two-way communication between the client and team, to provide strong team representation and set proper client expectations.

COX COMMUNICATIONS (SUDDENLINK) – LUBBOCK, TX (82k)

05/2003 – 11/2009

CALL CENTER MANAGER

- Managed 6 residential supervisors with 120 technical support representatives, 2 commercial supervisors with 40 commercial technical support representatives, and 1 technical training manager.
- Departments provide support for video, high speed internet, telephone, and home security services.
- Recorded a 36% increase of customer satisfaction scores from 2007 – 2008.
- Lowered department average speed of answer from 240 seconds to 65 seconds. In 2008 we ended with a 45 second average speed of answer.
- Increased commercial service levels by 60% within two months of acquiring the team.
- We saw an increase of 7% for the 4th quarter of 2008 on our Net Promoter Score.
- Rolled out sales in March of 2008 to all technical support representatives. Year end 2008 technical support was responsible for 14% of all west Texas revenue generating units.

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COX COMMUNICATIONS – HERNDON, VA (60K)

02/2002 – 05/2003

CALL CENTER SUPERVISOR

- Managed the daily operations of 1 call center supervisor with 10 customer care advocates, and 1 field supervisor with 8 field service representatives and 1 dispatch supervisor with four dispatch agents.
- Responsible for complete resolution of all county, corporate, Federal Communications Commission, Better Business Bureau and executive complaints.
- Met with Fairfax county commission weekly to go over data analysis reports on county fibre upgrade.
- Worked closely with field operations, underground construction, network development, customer care, permitting/easements and account services departments to ensure each group was involved in proper coaching of any open county, corporate, Federal Communications Commission, Better Business Bureau and executive complaints which related to their individual departments.
- Made sure all customer complaints had a technician dispatched to their location within 24 hours of initial request.

COX COMMUNICATIONS – SAN DIEGO, CA (55K)

01/2000 – 02/2002

CALL CENTER TEAM MANAGER

- Immediate supervision of 18-20 technical support representatives for Tier I, II, and online technical support.
- Provided weekly and monthly one-on-one evaluations to go over performance standards.
- Daily monitoring of trouble-calls to insure properly skilled technicians were dispatched to appropriate calls.
- Monitored workforce management programs such as RTA, Director and eWFM, as well as daily/weekly trends to assist in determining any issues that could be the cause of high call and/or chat volumes.

SIMPLY INTERNET – SAN DIEGO, CA (62K)

07/1996 – 12/1999

CALL CENTER MANAGER

- Daily management of 4 sales reps and 9 technical support reps and 4 field technicians.
- Scheduled the staff to cover technical support and sales queue hours of operation.
- Responsible for dispatching technicians to clients houses to help setup new computer systems, add computer hardware, or setup internet access.
- Responsible for Sales, Technical Support and Field recruitment.

J-LEAGUE – TOKYO/NAHA, JAPAN (45K)

06/1993 – 07/1996

VOLLEYBALL PLAYER

- Played six seasons in the Japan Volleyball League.

EDUCATION

BACHELOR OF BUSINESS ADMINISTRATION
CALL CENTER OPERATIONS – 2002
Emergency Medical Technician – 1992
High School Diploma – 1988

University of Phoenix – Currently Enrolled Online
The Call Center School – Atlanta, GA
National Registry EMT – National Course
Memorial Sr. High – Tulsa, Ok

REFERENCES**Peter Lilly**

VP of Customer Operations
Cox Communications
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