**JOHN HLOOM**

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A high integrity, disciplined, and award-winning client service manager – with a track record of tackling complex business challenges and producing positive results. Over 20 years in directing the call center and analytical functions in a highly respected customer-driven corporation. Fully prepared to take ownership of the customer service function, and make it into a high performing contributor to an organization’s success. Deep proficiency in mathematics, critical thinking, and meeting multiple simultaneous deadlines.

## Core competencies

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| * Strategic Business Planning * Call Quality Initiatives * Client Service * Reporting Compliance | * Staff Inquiry/Research * Escalations * Call Center Management * Quality Assurance | * Operational Efficiency * Training/Development * Executive Support * Problem Resolution |

### EXPERIENCE

**CALL CENTER ORGANIZATION** 1988 – 2014

***Client Services Call Center Manager (2013 – 2014)***

Vital in providing quality customer support and troubleshooting related to daily inbound call issues in this fast-paced, high-volume call center. Managed six staff members taking on 100+ calls daily, ensuring accurate technical resolution and data entry into Excel spreadsheets and Word document.Provided high standards of internal quality assurance and employee management – utilizing direct communication across all business units to accurately prepare reports.Point of contact for problem resolution in managing escalations and transferring calls to the correct resources to provide the right business impact.

* **Call Center Workforce Management:** Acted as the resource in training Call Center Personnel – receiving excellent recognition and a strong commitment in patience while teaching daily functions to the transitioned teams.
* **Efficient Inquiry & Answers:** Performed at a high-quality level – maintaining rigorous confidentiality website information, procedures, and correspondence while meeting tight deadlines.
* **Process Improvement:** Partnered with IT to create and implement a new system in order to decrease the number of misdirected calls received – enabling the staff to assist with other department projects.

***Group Call Center Liaison (2000 – 2013)***

Promoted due to leadership, focus, and project management skills in the origination of the call center, supporting 21 employees. Received and processed customer incoming service requests, setting appointments, registering for events, and taking orders. Delivered exceptional service to participants, interfacing cross-functionally and with internal and external members/vendors to strategize on ways to handle escalated complaints and report on record research.

* **Awards:** Received Company Award for Employee of the Month.
* **Subject Matter Expert:** Kept up-to-date on new products, system changes, and new procedures by attending implementation meetings, training sessions, and reading and referring to updated materials

***Sr. Customer Service and Account Representative (1996 – 2000)***

Recruited to provide diverse, high-level analytical, research, client interface and problem-solving functions involving processing new cases, amendments, enrollments, changes, and terminations. Made recommendations based on the implementation of procedural modifications emanating from these recommendations. Stayed current on Federal and State legislation.

* **Staff Development:** Trusted advisor and mentor. Sole individual tasked with training new management on how to navigate corporate systems and corporate policies/procedures.