



Physicians Pharmaceuticals, Inc.

2003-2005

**Corporate Trainer, Outbound Call Center Director**

*Developed and implemented a sales and service training program for a pharmaceutical sales company that experienced rapid growth, allowing the organization to continue growing at a record pace while providing stellar customer service and increasing overall revenue.*

Managed eighty call center employees with \$27 million in annual sales. Responsible for total department performance including sales, service, quality control, revenue, and expenses.

Responsible for the day to day operations of outbound call center including, development of policies and procedures, training, budgeting and reporting and federal regulatory compliance.

Developed and implemented a quality control team responsible for increasing call quality and call effectiveness, which resulted in an overall sales increase \$60 per transaction.

Developed comprehensive policies and procedure manuals for inbound and outbound sales teams.

Implemented employee development plans allowing call center employees to select a career path within the organization and develop an action plan to reach their career potential.

Liberty University

2000-2003

**Director of Admissions and Recruitment**

*Reorganized and redirected a 120 person department, responsible for student recruitment and enrollment.*

Managed all areas within enrollment management including, Admissions, Marketing, Visitor Center, Student Recruitment and the Admissions Call Center. Responsible for successful operation of all departments including staffing, reporting, budget development and adherence and quality control.

Developed comprehensive policies and procedure manuals for all departments training management within each department to properly staff and run their respective departments on a day to day basis.

Developed strategic marketing and recruitment plans with a \$3 million budget to increase new student enrollment.

Created an internal student staffed 75 seat call center responsible for contacting prospective students.

Developed an external regional recruitment team of 25 recruiters nationally responsible for recruiting new students within their respective regions.

Implemented employee development incentive plans for regional recruiters and admissions employees to grow within the organization.

GEICO Insurance Company

1992-2001

**Call Center Manager**

*Developed and implemented a pilot program that resulted in \$12 million in savings to the company in the first year and was implemented nationally.*

Managed several divisions within the claims division of GEICO Insurance Company including: Glass Claims, Emergency Road Service, Fast Track Claims Billing and Mechanical Breakdown.

Managed 5 to 300 call center employees on a day to day basis responsible for the overall management of the department including: staffing, training, reporting, scheduling, quality assurance, employee performance evaluations and management of customer service levels.

Traveled to various regional offices within the organization evaluating operations and procedures and determining best practices.

Worked with internal and external vendors to develop and implement new systems related to call center operations.

Responsible for developing quality control programs to ensure company policies and procedures were followed and insurance regulations were adhered to.

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**Education**

Germana Community College, Thomas Edison State College  
Pursuing a B.S. degree in Organizational Leadership

**Expected  
Completion Fall  
2009**