**Name**

City, State

XXX-XXX-XXXX | [name@xxxx.com](mailto:name@xxxx.com)

**Executive Summary**

* Management professional with over 15 years of experience in Customer Care, Human Resources, and Management Consulting organizations; experience in the telecommunications, high tech, consumer packaged goods, and healthcare sectors
* Recent experience leading a 50-person customer care organization for a $2B technology organization that delivered industry-leading NPS (Net Promoter Score) in a high growth environment; served Enterprise, Local and Federal Government, and Small Business markets
* Six years of experience in a Human Resources leadership role for talent management, organization design, strategic planning, strategic change, and performance management; improved retention of critical talent by over 40%
* Four years of management consulting experience focused on strategic initiatives that delivered performance improvements and successful systems integration projects that yielded up to $20M in business improvement value

**Professional Experience**

**Company Name, City, ST, Month 20XX – Month 20XX**

## Title, Month 20XX – Month 20XX

## Lead a 50-person team responsible for pre- and post-installation customer touchpoints; created a competitive advantage in the industry by providing a differentiated and unique customer-centric experience

## Drove improvements in customer loyalty (NPS) and customer satisfaction

## Developed a customer experience strategy that differentiated touchpoints to grow revenue in critical growth segments: National Enterprise 15%, Local and Federal Government 10%, and Small Business markets 30%

## Developed a web portal strategy that increased self-service interaction by 12% and reduced disputes to less than .5% of revenue; maintained staffing and average handle time while offering customers more interaction choices

**Title, Month, 20XX – Month 20XX**

* Led the organization effectiveness team and was responsible for providing strategic HR points-of-contact for eight business units; developed strategies for talent management, organization design, strategic planning, strategic change, and performance management
* Strategic HR partner for functions that included Customer Care, Finance, Accounting, Legal, and IT
* Led the company’s annual People Planning and Talent Management process which reduced turnover and increased retention of critical talent; implemented a Job Architecture project that included job evaluation, market pricing, salary structure development, and career levels for operations and corporate functions
* Developed an organization strategy for the Operations organization to support 8% annual revenue growth and expansion from 50 markets in 20XX to over 90 markets in 20XX

**Company Name, City, ST, Month 20XX – Month 20XX**

## Title

* Recruited to lead and transform a nine-person internal Business Integration consulting team to deliver process improvement and strategic change support for critical company initiatives
* Change management lead for the largest ($10M) SAP implementation in XXXX history; led sponsorship development, communication strategy and planning, job analysis, change readiness impacts, and production support
* Responsible for the modeling of 100 supply chain processes using XBML (Extended Business Modeling Language) across six functional organizations.
* Reengineered supply chain processes that enabled XXX to shorten the order cycle time by one week, reduce transportation costs, and comply with regulations
* Partnered with the CFO, Controller, and Treasurer to reduce the corporate close cycle time by 25% and implement consistent financial processes and job responsibilities for the finance organization for a European acquisition

**Company Name, City, ST, Month 20XX – Month 20XX**

**Title**

* Consulted on multiple engagements with responsibility for designing and documenting work processes, job roles, and resource requirements; conducted organizational impact analysis and audience analysis; designed customized communication and training strategies and plans

**Education**

**University of Colorado Denver, Business School, 20XX**

Bachelor of Science, Finance and Management Majors