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| **Brandon JobNexus – Customer Service & Customer Experience Manager** |

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**Professional Summary**

Experienced **Customer Service & Customer Experience Manager** with 17 years’ experience fulfilling customer-centric positions for global telecom, government and technology organizations. Key strengths include: collaborating with geographically disparate multi-functional stakeholders to effectively deliver to predefined organization and customer requirements; utilizing deep and broad experience spanning product management, operations management, customer experience/service and business development to offer a holistic approach to solution implementations and business management; assessing existing environments to identify weakness in order to establish streamlined teams, processes and systems; and introducing and delivering major initiatives to drive customer engagement and market share growth.

**Key Skills**

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| * Customer Service * Customer Experience (COPC RC) * Compliance * Staff Management & Development * Business Generation | * Solution Implementation * ISO27001 Implementation * Service Management (ITIL) * Project Management (PMP) * Business Process Optimization (Six Sigma) |

**Career History / Work Experience**

**January 2020 to Date: Aramex: Global Customer Value Manager**

* Hired within the commercial department to manage and improve the end-to-end customer journey and global presales activity, including designing and delivering bespoke customer solutions.
* Lead the team responsible for customer onboarding and remediation of all B2B/B2C related issues.
* Disseminate and monitor team KPIs/SLAs spanning sales conversion rates and customer satisfaction.
* Monitor and manage global presales functionality.
* Identify process and system weaknesses and implement new tools and technologies to support stronger sales management and conversion rates.
* Own and analyze the customer experience and sales conversion environment costs and budgets.

**Key Projects & Achievements**

* Introduced and established a system to extract required customer data and compile informative reports on customer behaviour and internal resource usage.
* Key contributor to the development and rollout of various solutions to combat Covid-19 impacts, including new sales strategies in the mall to door, store to door and leave at door initiatives.
* Established engaging customer journeys to support the launch of 30+ start-up e-Commerce businesses, including digital systems integration, legal compliance/approval and cost saving modules.
* Secured revenues in excess of the $100mn target by facilitating the vision of the internal executive teams with meticulous resource and finance management.

**June 2017 to January 2020: Houston Municipality: Customer Care & Compliance Officer**

* Hired as part of IT to take ownership of customer service improvements and compliance.
* Partnered with disparate multi-functional stakeholders at all levels, both internally and externally.
* Bridged the gap between the operations and technical teams to translate functional requirements into leading-edge technical solutions.
* Introduced and maintained compliance in the delivery of customer-oriented solutions, with a key focus on customer journey/experience, satisfaction levels, optimized costs and smooth transitions.
* Initiated and deployed new processes that aligned to existing change controls and predefined needs.
* Collecting and analyzing customer data on both voice and digital channels.
* Applied matrix management techniques to coordinate senior stakeholders throughout the government.
* Compiled and presented regular service, status and progress reports to executive teams.

**Key Projects & Achievements**

* Designed and integrated significantly stronger quality management systems to monitor process efficiency and effectiveness and to highlight improvements.
* Awarded the Best Customer Facing Application Award in 2017.
* Launched in house CRM to effectively handle day-to-day customer operations.

**February 2009 to June 2017: Vodafone Shared Services: Customer Service Manager**.

* Recruited, trained and managed 150 onshore and offshore staff covering commercial, service delivery, BAU operations flow and challenges, process improvements and the CRM.
* Led the enterprise service operations team providing 1st, 2nd and 3rd line technical support to global, major customers utilizing the voice and back-end services.
* Acted as SME and took ownership of COPC standards for quality, compliance and personnel.
* Key contributor to divisional call volume forecasts and staffing processes.
* Compiled data and communicated reports spanning the divisions P&L and cost reductions forecasts.
* Offered consultancy to key accounts to enhance services through the global enterprise service center.

**Earlier Career**

* 09/2007 to 02/2009: Vodafone Shared Services: Customer Care & Operations Supervisor
* 01/2005 to 09/2007: Verizon Wireless: Sales Team Manager

**Education**

* Master of Business Administration (MBA): Houston University
* Bachelor of Science (BSc) in Mechanical Engineering

**Certification & Personal Development**

* COPC Registered Coordinator
* ITIL Foundation
* Six Sigma Green belt
* PMP Certified
* Train the Trainer

**Personal Details**

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