



# Laura Hill

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## DIRECTOR OF CUSTOMER ENGAGEMENT & IMPLEMENTATION

Propelling Performance • Driving Operational Excellence • Delivering Results

**Results-Driven Operations Executive** – with extensive experience in multidisciplinary leadership, call center operations, and implementation of new programs and product lines. Expertise in staff management, hiring, training, and motivating teams of as many as 225 agents and managers with a proven record of enhancing associate engagement and satisfaction resulting in employee promotions, a decrease in attrition, and enhanced customer experience. Demonstrated ability to revitalize on- and offshore operations, drive critical implementations, and continually improve processes to exceed customer expectations for operational excellence. Ability to identify and onboard new talent while controlling costs.

### CORE COMPETENCIES

- Financial Management
- Product Consulting
- Problem Solving / Critical Thinking
- Program Implementation & Management
- Team Development & Leadership
- Interpersonal / Communication Skill
- Business Solutions
- Project Management
- Operations Management

### PROFESSIONAL EXPERIENCE

24-7 InTouch | Mesa, AZ

2017 – Present

*An award winning global outsourcer providing contact center and BPO solutions.*

#### Director of Operations

Responsible for all aspects of contact center operations including hiring, training, quality control, reporting, and client services. Oversee a \$5.4 million annual budget. Manage a team of 225+ frontline agents, team leaders, and operations managers. Facilitated training on operational leadership, company reporting, organizational roles & responsibilities, and workforce management engagement.

- **75% of vendor-to-vendor competitions won** in 2017 resulting in \$25,000 bonus revenue allocated to agents for value-added engagement through recognition and incentives.
- **42% decline in training erosion** reached by restructuring the interview process and strategy to ensure immediate onboarding of top candidates.
- **Recognized as the preminent person in the company** to identify and onboard new talent.
- **13.5% reduction in bilingual production attrition** achieved by creating a business case to elevate the agent wage rate 15%, which stabilized the program and positioned the firm to increase bilingual volume in 2019.
- **12% improvement in client satisfaction** accomplished via a continual focus on customer experience, consistent agent feedback, and clear expectations.
- **10% decrease in absenteeism** realized by concentrating on agent-to-leader relationships, strategic hiring, and enhanced operational tracking and communication.

**12% Increase  
in Client  
Satisfaction**

Automatic Data Processing (ADP) | Elk Grove Village, IL & Salt Lake City, UT

2004 – 2016

*A worldwide provider of cloud-based human capital management solutions serving more than 630,000 clients through 35,000+ employees globally.*

#### Vice President of Implementation | 2012 – 2016

Delivered more than 25,000 new client setups each year, representing \$45+ million in new business revenue. Led a team of 79 onshore and 35 offshore staff members. Established the vision and strategies for implementation goals, fostered a team environment that stood for success and developed associates.

#### Operational Performance Leadership

- **90,000 clients migrated from a legacy platform** to a new cloud-based architecture in three years.
- **150% improvement in adherence and 28.7 points above eDelivery target attained**, demonstrating the capability to exceed targets while working key strategic P&L improvement initiatives.

- **50% minimization in physical locations** and a 12% fall in personnel expenses generated by eliminating in-office presence at small locations, home shoring as appropriate, and re-staffing in lower cost nearshore facilities.
- **15.4% growth in sales and a 2.8% drop in expenses** obtained by defining and sharing best practices while deftly allocating resources.

#### *Client Experience*

- **85.62% record-breaking retention results** facilitated by enhancing customer-centric culture, identifying root causes for terminations, coaching employees on key behaviors and collaborating with the sales team to resolve issues.
- **83% downturn of support numbers** to streamline call handling, allowing for a more efficient call flow.
- **15% spike in net promoter results** gained by focusing on the client experience, designing an associate scorecard to guide staff to key behaviors that impacted the implementation process, and partnering with the sales group to cultivate a positive onboarding experience.

#### *Leadership & Employee Engagement*

- **82% favorable associate engagement scores**, compared to the industry benchmark of 77% fostered by consistently soliciting staff feedback and involvement in improvement initiatives.
- **75% boost in recognition and rewards** nurtured by originating various recognition and incentive programs to encourage personnel to meet key performance metrics in a fun, productive, engaging environment.
- **50% improvement in case management** observed by conceiving insightful reporting, communicating to employees, and holding managers accountable.
- **46% of mentored leaders earned promotions** by guiding, coaching, and standing for individual success.
- **33% rise in promotions** of top tier performers reaped by conceptualizing, designing, and applying a manager and personnel fundamentals performance management approach.
- **11% surge in associate engagement scores** for the region achieving the best result within the division found by simplifying the vision into five relatable core beliefs then aligning with all initiatives and recognition activities.
- **2% improvement in staff feedback** on change management support earned by leveraging media techniques to ingeniously convey the strategy status, which resonated with employees across multiple locations.

#### **Director of Implementation | 2010 – 2012**

Managed 70+ on and offshore staff in consulting with clients to execute multiple benefit administration product lines.

- **100% complete interfaces garnered** for a pilot project by priming the organization for the integration of a new product offering that aligned with existing file and technical support models.
  - **95.9% onshore personnel retention** grasped while spearheading the sensitive integration of offshore resources into project teams to exploit the benefit of time zone differences.
  - **35.1% upturn in timelines for transition** to service secured by engendering formidable bonds of credibility and trust via a close partnership with the service organization.
  - **Exceeded target on project implementation time** by strategically managing associates, simplifying the implementation process, and adeptly utilizing staff skill sets.
- **23 and 15 point improvement in net promoter scores** posted on two products respectively by concentrating on augmenting processes and procedures, providing training and support, and eliminating implementation barriers.
- **5% attachment rate to new clients produced** in the first year by partnering with development to design, test, and rollout a new product offering, leveraging client feedback, and ensuring smooth integration into core product lines.

**95.9%**  
*Employee  
Retention*

#### **Additional Experience with ADP | 2004 – 2010**

*Implementation Manager | Resource Supervisor | Implementation Consultant*

### **EDUCATION**

#### **Master of Business Administration in Global Management**

University of Phoenix

#### **Bachelor of Science in Political Science**

University of Utah

