

# SEAN R. DUBOSE

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## SENIOR LEVEL CALL CENTER OPERATIONS EXECUTIVE

### EXECUTIVE SUMMARY

Dynamic and innovative senior level corporate executive equipped with a wealth of experience in achieving operational success. Possessing a progressive aptitude for business process mapping, organizational change management, strategic planning, compliance, as well as product and application development and implementation. Executive leading peak operational performance in major businesses and call centers across multiple industry sectors for major companies as a BPO provider to firms like Apple, Direct TV, AT&T, U.S. Cellular, and through direct contact center leadership with Accenture, Schindler, Sears and Tyco / JCI.

### AREAS OF EXPERTISE

*Multi-Site Operations, Budget, P&L, Cost Control, Account Management, CRM, Client Acquisition, On-Boarding, Cross-Sell, Up-sell, Work Optimization, B2C & B2B Support, Continuous Improvement, Script Development, Business Continuity, ERP, SaaS Telephony Procurement, Start up, Business Strategy, Operational Processes, Talent Development, Building Diverse and Effective Teams, Business Development, Vendor Management, Engagement, Disaster Recovery & Business Continuity, Product Development, Supply Chain Management.*

### PROFESSIONAL EXPERIENCE

#### **SnapAV**

*A manufacturer and distributor of audio visual, networking, electronics, and security devices for domestic based installers and customer dealer groups. The 500MM e-commerce institution is uniquely positioned to reach 1B dollar plateau in only its 11th year of existence.*

Houston, TX

#### **Director of Customer Care**

2018 - Current

- Championed the leadership and procurement of contact center technology roadmap for implementation of CRM, web self-service, knowledge management and SaaS model telephony system.
- Captured a best in class 78% NPS score with innovative customer-oriented processes that consistently result in expedited part delivery and FCR of 85% for installers and dealers.
- Produced 7M of incremental revenue cross sell, upsell, and the onboarding of new dealers.
- Drove four M&A integrations as customer support SME integrating supply chain, field operations, Customer and F&A processes.
- Constructed a BPO activity-based pricing model for exclusive distribution and technical support for 3P partnerships to improve revenue stream and protect against MSA violations.

#### **E-Gain**

*A SaaS based organization responsible for consulting and providing omni channel solutions for Fortune 1000 contact center organizations.*

Kansas City, MO

#### **Director of Customer Success**

2016 - 2018

- Drove cross-selling digital technology efforts while simultaneously presenting digital growth and retention strategies which produced over \$3.6 Million in annual revenue.
- Deflected 27% of voice traffic for major financial services institution by implemented web self-service portal solution.
- Achieved 94% retention rate on client portfolio just shy of 4MM recurring revenue.
- Redirected 35% of call volume by selling chat, mail, and web self-service.
- \$17 Million productivity lift created by upgrading large telecom to current operational analytics platform.

#### **Tyco Integrated Security**

*A 10,000-employee firm providing advanced installation and service of business security solutions.*

Kansas City, MO

#### **Director of Call Center Operations**

2015 - 2016

- Designed an \$800,000 annual labor savings plan by rightsizing overhead and optimizing resource allocation.
- Over \$12 million revenue streams generated by sales lead optimization.
- Secured \$7.6 million in labor expense reductions by installing outsourced supply chain pods.
- 250,000 incremental cost savings achieved in peak quarter by increasing job location productivity 16.2% during peak season.

**Infosys BPO**

*A provider of end-to-end outsourcing services for telecommunications vertical*

Milwaukee, WI

**Client Operations Head | Senior Director of Call Center Operations**  
2010- 2015

- Secured \$6.4 million in savings by exceeding retention target 17% annually leading to 28% EBITDA by incorporating key metrics into strategic planning processes.
- Attained \$1.1 million in annualized revenue by exceeding staffing targets 20 FTEs and improving our-revenue per call projections.
- Ignited a 46% boost in unified billing accounts achieved by structuring the transition to limit customer impact while incentivizing agents to convert accounts.
- Actualized a 300%+ increase in BPO scope achieved in less than nine months by implementing best practices through continuous process improvement structure.

**Schindler Elevator Corporation**

*A manufacturer, installer, and servicer of elevators, escalators, and moving walks.*

Toledo, OH

**Senior Director of Call Center Operations**  
2007 - 2010

- Backed \$125 million in new and existing installation retail contracts while managing accounts receivables, payables, field service logistics, and field engineering teams.
- 4.1 million labor cost reduction accomplished by increasing mean time between service calls 21% leading to service ticket consolidation into a preventative maintenance process using data mining principles.
- 99.8% call center accessibility ensured by instituting a three-stage disaster recovery business continuity strategy.
- 9.4% customer satisfaction score increase achieved by scaling the GPS solution across the call center and dispatch agents leading to tighter arrival and departure times by technicians.

**Sears Holding Corporation**

*Leading integrated retailer providing merchandise and related services.*

Hoffman Estates, IL

**Director of Call Center Operations**  
2005 - 2007

- Drove strategic direction for eight enterprise call centers with up to 1,100 staff and a \$50 million annual budget for the \$3.1 billion retail home delivery division.
- \$25 million reduction in distribution center operating expenses by implementing an interactive voice response system (IVR) and increasing outbound dialing platform usage.
- \$10.8 million revenue expansion and a significant increase in warranty extensions achieved by aligning strategic objectives with marketing to boost agent productivity and upsell success in an inbound / outbound environment.
- 17% productivity rise attained across the call center enterprise by introducing a critical KPI balanced scorecard yielding \$5.9 million in labor savings.

**Accenture**

*A global provider of strategy, consulting, digital, technology, and operations services.*

Chicago, IL

**Transition & Transformation Manager**  
2001 - 2005

- 350,000 in annual revenue secured by creating an IVR feedback platform to gain insights into customer needs.
- 90% satisfaction rating recorded after successfully enrolling 125,000 employees across four client health plans.
- 9% jump in first call closure realized by integrating deep dive training into the knowledge management platform.
- 6% margin uplift reached by deploying a weighted FTE allocation strategy across shared operating environments.

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**EDUCATION & CERTIFICATIONS**

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University of Toledo - **Master of Business Administration (MBA)**

The Chicago Professional School of Psychology- **Doctorate (PhD)** in Organizational Leadership (**In Progress**)

**Six Sigma Green Belt- Completed | Six Sigma Black Belt (In Progress)**

International Call Center Management Institute - **Strategic Call Center Leadership Certification**

**PMP PMBOK Trained** -The Knowledge Academy