

## SENIOR OPERATIONS & CUSTOMER EXPERIENCE LEADER

*Transforming Operations | Changing Workplace Culture | Enriching Delivered Value*

An improvement-focused executive with a compelling record of achievement in government and industry positions. Expertise in efficiently navigating bureaucratic encumbrances. Skilled at fortifying relationships with C-level associates and customers. Innovative and resourceful, applying sales skills hardened by success in highly competitive markets.

A robust team pacesetter proficient at matching employee abilities with job requirements, overcoming strongly held paradigms to foster growth, and evolving positive work environments and productive employee morale. Effective at invigorating organizational output through streamlining procedures and maintaining a focus on service delivery.

### - CORE COMPETENCIES -

- Improving Customer Experience
- Driving Sales Growth
- Fortifying Operational Procedures
- Enhancing Stakeholder Relations
- Advancing Regulatory Policy
- Initiating Organizational Change
- Invigorating Team Performance
- Facilitating Government Interaction
- Propelling Business Development

### - PROFESSIONAL EXPERIENCE -

#### **Vensure Employer Services** | Sarasota, FL

**2021 – Present**

*A professional employer organization providing payroll administration, voluntary and medical benefits, risk management, workers' compensation, HR administration and employee development to small and mid-market companies.*

#### **Southcentral Regional Benefits Manager**

Oversee clients spanning six states, ensuring accurate and timely administration of employee benefits. Manage a team of three benefits specialists located across three locations

- Initiated development of SOPs to be included in training manual for new employees
- As a result of excellent customer service delivery, was selected by leadership to assist clients outside of assigned region
- Reduced open customer inquiries by two-thirds

#### **State of Maryland - Department of Labor** | Baltimore, MD

**2015 - 2020**

*A cabinet-level agency overseeing business and financial regulations, unemployment insurance, racing, workforce development, and occupational licensing.*

#### **Commissioner of Occupational and Professional Licensing**

Responsible for delivery of customer satisfaction through employee productivity, timely issuance of licenses, and equitable adjudication of complaints in accordance with statutory and regulatory guidelines. Managed a team of 95 employees and a budget of \$12.5 million, leading seven direct reports.

#### ***Enhanced Financial Efficiency***

- \$6 million IT appropriation to replace 30+ year-old database, earned by demonstrating prudent management of the operating budget and successfully lobbying retention of the second-year appropriation.
- \$1.2 million in customer annual license fees reduced by determining each unit's limit of affordable reductions and shepherding changes through the regulatory process.
- \$45,000 in total annual licensing costs avoided for 600 subcontractors by driving repeal of a law requiring such individuals to obtain paid certification.
- Eliminated negative audit reviews by initiating a centralized cash management process that ensured independent verification of deposits for all recorded cash receipts.
- Guided 13 bills through the legislature, making it easier for Maryland entrepreneurs to conduct business.
- \$25,000 in postage costs saved by drafting, lobbying for, and winning passage of legislation that replaced the legacy restriction to mail all license renewal notices with permission to send electronically.

#### ***Improved Internal Operations***

- 100% compliance with a performance review policy achieved by mandating that supervisors complete reviews and include a thorough profile of the employee's activities.

- Directed staff to initiate policy changes and enforcement decisions within statutory and regulatory authority by employing existing laws as the controlling factor of all situations.
- Fostered best practices collaboration among ten executive directors by creating a monthly gathering that revealed common issues, reduced duplicative effort, improved relations, and bred creative solutions.
- Promoted employee morale by creating a culture of performance rewards including bulletin board kudos, ad hoc compliments, group recognition, and a variety of social engagements.
- Strengthened stakeholder relationships by expanding outreach efforts through presentations at professional, industry, government, and national functions involving subject matter opinion leaders.

### ***Bolstered Customer Relations***

- 53% boost in customer satisfaction rating realized by crafting the department's service vision, establishing performance measurements, creating and installing periodic surveys, mandating training, and recognizing achievements.
- Reviewed, modernized, or deleted 200 regulations pertaining to 25 disparate occupations.
- Persuaded licensing boards overseeing multiple occupations to adopt softened restrictions governing the granting of licenses by convincing members that changes did not equate to deregulation.
- Standardized operating procedures for communicating with customers by enacting specific time allowances for responses to phone calls and emails and creating precise wording for greetings and out-of-office messaging.

**Corporate Synergies** | Bethesda, MD

**2013 - 2015**

*A national employee benefits brokerage and health and welfare consultancy.*

### **Benefits Consultant / Account Manager**

Created unique solutions to complex employee benefits needs, pursued new business, and advised C-level executives of midsized to large employers on methods of improving employee satisfaction.

- \$1 million in continuing revenue retained by demonstrating expertise in benefits design through the creation of innovative plan features and consistent interaction with clients.
- Prevented negative Affordable Care Act compliance audits for all clients by guiding senior-level decision-makers in the successful adoption of proper plans and procedures.

**Paychex Insurance Agency** | Owings Mills, MD

**2011 - 2012**

*A division of Paychex, Inc. offering property and casualty insurance, employee benefits, and benefits administration.*

### **Health and Benefits Representative**

Assisted with simplifying benefits administration, provided regulatory compliance tools, and generated new business.

- \$86,000 in benefits costs averted, provisions enhanced, and employee satisfaction improved by supervising revisions to a small business's program.

**The Jacobs Company** | Columbia, MD

**2007 - 2010**

*Local brokerage selling property and casualty insurance and employee benefits programs.*

### **Account Executive**

Sold small businesses employee benefits packages containing health, life, disability, and dental insurance.

- 150% of first-year sales goal reached through selling multiple products to 90% of listed customers by combining networking and cold calling with targeting existing buyers.

## **- EDUCATION • CERTIFICATIONS • AFFILIATIONS -**

### **Bachelor of Arts**

#### ***Economics and Political Science***

University of Maryland, Baltimore County

Leadership Maryland | Former Elected Official | Florida 0215 License

Occupational Licensing Policy Learning Consortium; Team Leader | Symposiums Presenter & Panelist