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John H. Clifford

Profile

I offer six years program and senior staff management experience with a proven track record for coaching, motivating and leading people in support of business goals. I bring to the table strong organizational skills excelling in Customer Relationship Management, project management, data analytics, time management, team leadership and resource allocation. My leadership focus has always been improving financial deliverables through results oriented operations performance management and staff development. I am a goal driven analytical thinker who thrives in fast paced dynamic environments.

Achievements

- Operational oversight and accountability for a USD \$ 10M outsourced client customer care portfolio handling in excess of 1.2 million customer interactions annually
- Cradle-to-grave project management leadership for the ramp-up and roll-out of 16 new client programs growing frontline billable staff from 60 to over 300 employees
- Convergys performance appraisal rating of "Quality Plus Contributor". This rating is assigned to the top performing 25% of the Convergys employee population
- Added new Convergys revenue as the site sales leader since program inception. The sales program also added to our client's revenue stream by value added account up-selling.
- Site Point of Contact for all company wide continuous improvement process initiatives
- Received the "Power of One Champion" award for 2004 through 2007.

Career Experience

Convergys CMG Canada Ltd.

Manager, Operations

Lethbridge, AB Sep. 2004 to Sep 2008

Convergys Customer Management Group is a multi-channel contact center outsourcer providing relationship management solutions across multiple business verticals. As an Operations Manager I am responsible for leading, mentoring and supporting Team Supervisors in a production environment. I also have overall responsibility for ensuring client service levels and budgets are met on a consistent basis. This position demands a high degree of adaptability and flexibility in a fast paced, rapidly changing industry. This position ended when Convergys relocated their Alberta operations offshore.

- Direct strategic leadership responsibility for 300 staff members generating revenues of USD \$ 10,000,000 annually.
- Selected, trained, developed, and managed the performance of 15 professional Team Supervisors with overall responsibility for 300 frontline staff members
- Service Level and production management in a dynamic multiple queue environment
- Wide variety of Human Resources functions including employee relations, staff recruitment / hiring, retention / attrition, discipline / terminations.
- Client contact to ensure the seamless delivery of superior customer service to our client's valued customer base. I also liaised with the Client team assisting with the development and implementation of new value-added revenue streams
- Extensive data analytics in support of SLAs. Achieved 100% of required 2008 SLAs
- Customer experience Quality Assurance Management using "Moments of Truth" methodologies
- Extensive use of management software tools and technologies

Convergys CMG Canada Ltd.

Team Leader Lethbridge, AB Jan. 2004 to Sep. 2004

- Motivated and lead a team of 25 talented Customer Service Representatives
- Supervised the entire production floor as a *Manager on Duty*
- Accurate and efficient record keeping to ensure measurability of results
- Consistently met or exceeded core metrics deliverables
- Coaching and development of staff in support of performance targets
- Handling and resolution of customer escalations in a timely manner
- Close collaboration with peers to ensure continuity with, and implementation of, overall departmental goals
- Daily issue management for a production floor of diverse personalities
- As a key performer in the role I was promoted to Operations Manager

Convergys CMG Canada Ltd.

Technical Support / Quality Representative Edmonton, AB 2002 to January 2004

Originally as a member of the HP team and later as a member of the Comcast High Speed Internet program I provided telephone technical support to Our Client's customer base. During this time I also had a term position representing Hewlett Packard Corporate Office as a Quality Case Manager.

Evergreen Landscape Services

Sub Contract Landscaper Calgary, AB 2001 to 2002

With primary responsibility for personnel management in an industry typified by the transient nature of its workforce and therefore by high labor attrition rates I was directly involved in the acquisition and retention of motivated casual and seasonal laborers. As this position was client facing, it also required strong customer service skills.

Advanced Media for Learning

Programmer Calgary, AB 1999 to 2001

As a member of a multimedia web development team, this position involved software development using a variety of 4 GL tools. Set in a highly professional environment, this position required challenging project management, cross platform support and technical writing skills.

Education

The University of Calgary Calgary, AB 1999

Major in Computer Science. During this time I gained experience in OO/A&D, C/C++, Java, design methodologies, statistics, mathematics and economics.