

# James E. Acton

513 Rambling Brook Drive Pickerington, OH 43147

Cell: 614-563-7148

E-Mail: jeamungi@aol.com

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## IT SERVICES DESK MANAGEMENT PROFESSIONAL

A flexible leader with a distinctive management style shaped from 30 years of exceeding external and internal customer needs by consistently delivering favorable results against objectives as an individual contributor with 20 years of Call Center Management and 10 years of Helpdesk Management.

Executive leadership competencies include:

- 'Customer First'
  - Drive for Results
  - Strategy development
  - Decision making
  - Integrity and Ethics
  - Intellectual Capacity
  - Innovation
  - Inclusiveness
  - Simplification
  - Effectiveness
  - Engagement
  - Adaptability
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### VP of Global IT Service Desk for iQor Columbus Ohio June 2004 to March 2009

Responsible for the Level 1 support process within the Delivery/Support function of Information Services for U.S., Canada, India, and the Philippines and systematizing the technological and cultural issues inherent in facilitating worldwide projects.

- Launched the expansion of IT Service Desk in 2007 by in-sourcing to iQor Philippines site and by spring of 2008 doubling staff working with the Columbus site.
- Spring of 2008 started providing 24/7 supports for our users.
- Managed IT desk top support.
- Increased ticket Solve rate by 170% from 2004-2007
- Reduced cost per ticket by 47% from 2004-2007, and cost per calls by 58%.
- Set up training, knowledge base, and customer survey and quality-monitoring program.
- Established vision/direction for desk, and put metrics in place to track the center and individual performance.
- Design and implement the Help Desk processes and procedures to meet the needs of the business.
- Standardized virus handling procedures.
- In April of 2005 successfully implemented Disaster Recovery plans for iQor IT.
- Built rapport with regional managers, executives as well as my team to improve customer service resolutions and successful communication between the team, management and the customers.

### Manager, Volt Global IT Solution Center Cleveland, Ohio July 1999 to May 2004

Responsible for managing Volt Team's day-to-day operation as well as consolidating IT internal Help Desks into one center in Cleveland covering Rockwell Automation global sites.

- Managed a budget of 1.4m for Rockwell Automation coming in under budget by 3% the first year, and with a 30% increase in call volume in year two under budget by 1.8%.
- Created system to track calls success rates.
- Set up guidelines for the center, all staffing, contests, team building activities, schedules, and performance issues.
- Reduced Rockwell cost per hour by 15% from the start of the program.
- Improved solve rate and a customer satisfaction rate by 10% per year.
- Awarded "IT Team of the month" for April of 2002 and January of 2004 by Rockwell Automation, as well as receiving the CIO Award for our efforts with a major virus at Rockwell in 2003.

## **Qwest Customer Service Center Operations Manager**

**Dublin, Ohio** May 1998 to April 1999

- Responsible for Call Management (Control Desk) for five Qwest Call Centers sites; Dublin OH, Greenville SC, San Antonio TX, Toronto Canada, and Denver CO.
- Successfully established Control Desk Standards functions during the merger of USLD, LCI, and Qwest Call Centers.
- Implemented Network-routing to load balance calls for all centers using and managing the roll out of network forecasting and staffing using TCS Software.
- Spearheaded the setup of an IVR System that handled 17% of Consumer calls and 14% of Business Calls.
- Planned and executed the ACD Switch expansion Project installing a 25 phone remote shelf to the San Antonio Center, and installed Virtual Hold in the Denver Center.

## **J.C. Penney's Catalog Call Center**

**Columbus, Ohio** 1974 to 1998

### **Service Level Manager** 1990 to 1998

- Responsible for the efficient management of 350 seat Center's service level, staffing and forecasting
- Successfully managed 24 Senior Group Leaders, ACD Switch Tech and LAN Tech.
- Center ranked in the top 5 in service level performance 1990 through 1995 and number one nationally in 1995 as measured by total operation hours per 100 calls among the fourteen Catalog Call Centers.
- In addition to daily managerial responsibility for the Center's ACD Switch, desktop computers, printers, and LAN management, I implemented J.C. Penney's "EASY INQUIRE P.C.", an internal software tool to aid Customer Service Representatives in the efficient and accurate handling of customer questions, and the deployment of J.C. Penney's on-line Bridal Gift Registry, a \$22 M sales stream.

### **Shift Operations Manager** 1983 to 1989

- Managed 70-110 Customer Service Representatives setting up the hardware and process to manage 10 people in the Call Center Home Worker Program.
- Team consistently ranked among the top 5 sales in the center for 'Recovery' sales and among the top 3 sales teams in 'Add-on' sales.
- Responsible for the training and development of all new Customer Service Representatives, Senior Shift Leads, and Trainers.
- Helped lead the Michigan J.C. Penney's Catalog Call Center to the number one (#1) Call Center nationally in its first year of operation.

### **Warehouse Supervisor** 1974 to 1982

- Held various positions of increased responsibility in the Distribution Center where I worked in receiving, shipping, and order fulfillment departments.

### **Areas of expertise include:**

- ITIL Foundation certification
- HDI Helpdesk Manager Certification
- Help Desk Institute member since 2002
- Call Center Representative to Corporate Diversity Team for 4 years.

*Professional and Personal References Available on Request*

<http://www.linkedin.com/in/jamesacton2>