

David S. Olsen

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SUMMARY

A dedicated, hardworking operations professional with a proven record of accomplishment in scheduling, staffing, inventory control, regulatory compliance, sales, hardware/software, upgrades, customer service, and call centers. Solves problems quickly and maximizes resources to maintain smooth processes, ensuring the continuous growth of an organization. Oversees concurrent projects, developing detailed plans and delegating tasks to achieve goals in a timely manner. Works closely with clients to secure satisfaction and repeat business, contributing to the prosperity and longevity of an enterprise.

EXPERIENCE

NATIONAL CITY MORTGAGE, Miamisburg, Ohio
Service Desk Operations Manager, 2005-2008
Contractor with Robert Half Technology, 2004-2005

Directed team of 14 service desk agents. Managed up to 50 agents indirectly. Provided support for up to 8,000 users with 20,000 calls per month, answering calls in fewer than three rings 80% of time. Met goal of service level at 80%. Maintained occupancy between 65% and 75%. Held responsibility for staffing levels and schedules of 50 employees. Scheduled and conducted interviews. Served as liaison with ten preferred vendors to identify candidates for contract positions and give feedback/counseling to contract staff. Worked directly with users, tier-2 groups, and management to resolve technical network issues. Revamped after-hours schedule and policies on time off for employees/contractors.

- Completed Front-line leadership program, saving company \$50,000 and generating net savings of \$157,500.
- Alerted organization regarding system outages, upgrades, and upcoming downtime/maintenance.
- Troubleshoot technical issues with hardware, communication connections, and programs for internal customers.
- Represented service desk/user community in new project meetings, ensuring zero adverse effects on functionality of business due to changes.
- Worked closely with outside departments on technical issues to maintain data integrity.
- Developed awards program for agents.
- Reorganized schedule to exceed metric goals.

RGIS INVENTORY SPECIALIST, Salt Lake City, Utah
Auditor, 2001-2003

Performed inventory audit for retail stores, including grocery, department, and specialty stores.

AFFILIATED COMPUTER SERVICES, Sandy, Utah
Operations Manager, 2000-2001

Transferred Avaya project from out-of-office to in-house program, using one third of manpower, improving quality 90%, and enhancing productivity 60%. Acquired 50% more business for project. Managed six team coaches as direct reports, with 130 lead generation agents as indirect reports. Held responsibility for call time, call handle time, hold times, leads generated, attendance, overtime, payroll, and bonuses. Oversaw daily business of project, including monitoring, performance reporting, agent development, human resources issues, progressive counseling, motivation, problem-solving, client billing, computer programs setup, and payroll issues.

- Created billing processes/incentive program for agents and developed program to track attendance, hours worked, monitoring scores, total sales, and bonus information.
- Developed quality department for project.

CONVERGYS CORPORATION, Ogden, Utah, Salt Lake City, Utah, Cincinnati, Ohio, Moore, Ohio
Operations Manager, 1990-1999

Oversaw ten supervisors as direct reports with 200 customer service representatives as indirect reports. Earned top rankings for teams in center, achieving quality scores of 98% compliance and maintaining time and budget constraints. Decreased attrition rate of new agents. Created and managed nesting program with three supervisors, 60 senior agents, and 100 new agents completing training weekly. Coordinated program between two locations, reducing attrition rate from 25% to 3%. Managed re-age program, coordinating 60 supervisors in one location and working closely with additional location/local on-site clients to improve process. Retained customers and improved satisfaction.

- Held responsibility for escalated customer calls and trained supervisors to coordinate calls.
- Oversaw up to five calls per day and 30 calls per week.
- Managed 95% of escalations to satisfaction of customers.
- Directed call metrics, including call time, hold time, busy/not-ready time, sales, monitoring scores, and payroll reports. Reviewed profit and loss statements for department teams compared to additional teams.
- Led supervisor and consultant development, motivation, progressive counseling, coaching, quality monitoring, scheduling, problem-solving, payroll, and bonuses.
- Played key role in set-up and training of personnel at four facilities for DIRECTV in Salt Lake City, Utah, Ogden, Utah, Cincinnati, Ohio, and Moore, Oklahoma.

EDUCATION

UNIVERSITY OF PHOENIX, Salt Lake City, Utah, **B.S., Information Systems**, 2002

PROFESSIONAL DEVELOPMENT

ITIL Foundations Training
Covey/ Franklin Time Management
Seven Habits of Highly Effective People
Zenger Miller Supervisor/Employee Expectations
National City Mortgage Front-line Leadership

AFFILIATIONS

Help Desk Institute, Analyst, Manager, 2004-2008

TECHNICAL SKILLS

Nice, Heat, , Desktop Remote Manger, Citrix Thin Client Environments, EZ Remote Manger, Funk Proxy, BMC Control SA, Novell Administration, AD Administration, MS Office, MS Access, MS Project, MS Visio, CMS Supervisor, Davox Dialer, Lotus Notes, Lotus 123, Database 4, ACD Max, IEX, Novel Network Applications, CFMC Applications, Neoware, Cisco VPN Client, Peregrines Service Center, Avaya CMS Supervisor, AS400 Terminal

SPECIAL MACHINES

MFDs, Disk Duplicators

LANGUAGES

Fluent in English and Spanish.

PERSONAL

Married. Enjoys playing guitar and fishing.