

John Hietter

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Summary of Qualifications

- * Fifteen years customer service experience
- * Four years management experience
- * Exceptional, proven ability to identify opportunities for improvement of business processes and implement strategies to increase workflow efficiency
- * Microsoft Excel expert / advanced user of Outlook, Word, PowerPoint
- * Five years experience querying and manipulating SQL databases

Employment History

- * 08/2003 - Present: Cott Systems, Worthington, OH
 - * 1/2008-Pres: Account Specialist: This position involves selling products to existing customers.
 - * 8/2005-12/2007: Manager, Customer Support: I worked to motivate and inspire two Call Coordinators, nine Analysts and two Programmers. I created three Team Lead positions and worked to develop future leaders. I manipulated raw SQL data from multiple databases to develop comprehensive KPI for monthly board meetings and to demonstrate our outstanding customer service to prospective customers. I regionalized Customer Support to improve workflow efficiency, create a more personalized Support experience and help Analysts become subject matter experts. I networked with peers in the community and researched best practices through HDI & SSPA.
 - * 5/2004-7/2005: Sr. Help Desk Analyst: Worked with Support Manager to build a Tiered Support structure with a well defined SLA and KPI. These efforts led to my promotion to Manager of Customer Support.
 - * 8/2003-5/2004: Software Trainer: Implemented proprietary software solutions (75% Travel)
- * 10/2000 - 06/2001: Logical Information Systems, Richmond, TX
(*Consulting for Nextel Communications*)
 - * 12/2000-06/2001: Project Manager: I planned, organized, and executed all aspects of the implementation of Metasolv TBS for an entire Nextel region.
 - * 10/2000-12/2000: Engineering Team Lead
- * 03/1998 - 10/2000: Qwest Communications, Dublin, OH and Arlington, VA
 - * 10/1999-10/2000: Supervisor: I was selected with seven others nationwide to recruit, organize, train and manage a new department of over one hundred people. This department combined two previously separate functions, and within one year became the most efficient group of its kind in the company.
 - * 11/1998-9/1999: Engineering Team Lead
 - * 3/1998-11/1998: Circuit Design Engineer (Consultant with Kelly Services, Dublin, OH)

Education

- * 09/1990 - 06/1992: Ohio State University, Columbus, Ohio: Theatre
- * 1998 - Present: Many corporate classes include technical, service & management training