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*Bradley*

Skill Offerings

*Pujali*

- \* Revenue Generation \* Client Relations \* Team Building \* Staffing \* Human Resources
- \* Hiring/Training/Career Development \* Performance & Productivity \* Succession Planning
- \* Budgeting \* Technology Exploitation \* Customer Service \* Policies/Procedure/Compliance
- \* Quality Assurance \* Sales & Marketing \* Risk Management \* Coaching & Mentoring

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**May 2013 - November 2013 ~ Vice President of Operations at Reliant Capital Solutions, LLC.**

Responsible for daily Operations of the Call Center to include manager and team lead direction, oversight and measurement of productivity and revenue performance, on-boarding new clients, increasing revenue generation through customized collection strategies, technology deployment and exploitation while recruiting and training highly skilled collection professionals. Additional duties include Employee Relations and Human Resources oversight, as well as policy creation, administration and adherence. Directional Operation responsibilities include providing for ongoing growth support in manpower and technology in order to deliver on greater revenue generation through planning and resource deployment while serving individual client requirements and needs.

**August 2003 - December 2011 ~ Vice President of Operations at Apelles, LLC.**

Co-founded Apelles with the primary responsibility for the Call Center Operations of the organization. Duties included oversight in all areas of a 60-seat call center generating approximately \$3.0M in annual revenue and handling approximately 20M Inbound & Outbound telephone contacts in both the First and Third Party arenas. Additional responsibilities included directing Human Resources, Training, Work Force & Team Development, Budgeting, Revenue Generation, Technology Implementation & Exploitation, Policies & Procedures, Strategies & Staffing, as well as Client Relations/Retention, while also serving as SME in Compliance & Due Diligence. 94.6% of the company reported to Operations. This was a true entrepreneurial experience. My team and myself built this organization from square one into a top performing call center with an annual turnover rate of less than 20%.

**November 1996 - August 2003 ~ Associate Director at Verizon Wireless**

Responsibilities included leading and directing a Call Center team of 150-associates providing Inbound & Outbound call servicing to the 14-State / 7-million Customer Mid-West area. Additional responsibilities included meeting or exceeding budgeted goals for New Account Acquisitions (Credit Risk), Customer Retention (Churn) and Portfolio Delinquency metrics (Bad Debt). Successfully facilitated numerous system, telephony and IVR conversions and integrations as the result of the AirTouch Verizon merger. Established benchmark results for Telephone Service Level performance, Call Handling Time, Call Quality Assurance and Customer Satisfaction. Achieved best-in-class recognition for Team Career Development, as well as Employee Satisfaction Survey results. 70% of my team was cross-trained to handle any Call Overflow from Customer Service during peak call volume times. We did this while balancing the needs of our own business mission in order to provide all Verizon Customers with world-class service.

**~~August 1993 - November 1996~~ ~ Vice President at Continental Claims, Inc.**

Responsibilities included Sales and Marketing of the Collection Call Center Services to new and existing clients. CCI was a start-up company in need of an individual who possessed Call Center experience and the ability to acquire New Clients. CCI had 6-associates and 1-client when I joined the organization. In a little over 3-years, my marketing and sales efforts generated 14-additional clients resulting in Call Center growth to 72-associates.

**January 1988 – July 1993 ~ Supervisor at Limited Credit Services (Alliance Data)**

Hired as the first Senior Supervisor (newly created position) at Limited Credit Services (LCS). Responsibilities included managing 16-exempt Recovery Specialists, as well as Vendor Management of the Third Party Collection Agencies. Career Development (job rotations) included the Customer Service Department with responsibility for the New Hire Training/Nesting area of 40-associates/ Service Level and Floor Management and New Account Department Support. Additional career development included Human Resources in charge of the Management/Development Program. Responsibilities included interviewing, hiring and training internal and external candidates to fill Supervisory positions for the explosive growth LCS experienced. Career development rotations also included Supervising Early & Mid-Range delinquency collection teams. I performed a Leadership role in all customer contact departments within the organization.

**March 1981 – January 1988 ~ Supervisor – Payco/General American Credits**

Hired as a collector and promoted to Supervisor 6-months later. Responsibilities included hiring, training and developing external candidates to become successful in collecting Defaulted Student Loans. My team of 15-associates recovered over \$21M during that span.

**Awards and Achievements**

- Received the “ADT Top Performing Partner Award” 11-years in a row ~ Apelles LLC
- Achieved the Better Business Bureau “A” rating ~ Apelles LLC
- Received the “Call Center of the Year Award” in 2001 & 2002 ~ Verizon Wireless
- Received the “People-to-People Award” ~ Limited Credit Services (Alliance Data)

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**References**

Numerous Business and Character References available upon request.

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