



JENNET SMITH

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VP OF CUSTOMER CARE —LEVERAGE AND IMPROVE PROGRAMS, PROCESSES, AND SYSTEMS THAT ENHANCE CUSTOMER EXPERIENCE AND INCREASE CUSTOMER SATISFACTION LEVELS

—Realign Business Priorities, Execute Advanced Business Intelligence Systems, and Streamline Processes/Procedures—

Take complex projects and programs from conceptualization (data gathering and analysis) to subsequent development and implementation. Manage the projects and programs that support development and referral strategies. Focus efforts across multiple departments on projects that improve human resources, financial management, customer service, and retail operation. Build new/revised internal infrastructures, programs, and systems — history of identifying and remedying gaps in operational solutions for current and/or on-going operational issues to improve



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BRIEF OVERVIEW OF

*Project Planning & Management • Employee & Customer Management
Marketing & Public Relations • Process, System & Metric Evaluation
Vendor Relations & Coordination • IT Strategy & Application Support*

PROFESSIONAL CAREER

Vice President / Program Lead / Business Excellence Consultant | Confidential | 2009 – present

- **Departmental Consulting** — Lead process improvements/internal system realignments across technology, insurance, wealth building, retail, and regulatory compliance areas. Introduce organizational redesign, capacity planning, budgeting, metric implementation, training optimization, and diversity planning.
- **Program Development & Implementation** — Strategize with senior executive on business steering plans — start with the initial data gathering and program development stage and progress into implementation, testing, and analysis. Focus on programs that generate a sizable returns-on-investment; **generally save \$5MM to \$15MM.**
- **Cost Controls** — Integrate cost controls, budgetary realignments, and administrative restructuring across multiple service and product lines of business. Improve cost efficiencies throughout key areas, such as insurance, retail, legal, corporate compliance, technology, and shared services.
- **Staff Training & Development** — Develop and facilitate training based on Six Sigma methodology, which streamlines processes and programs. Increased capacity by 2,000+ hours annually, reduced costs can be upwards of \$1 million with decreased manual process time going from 3 weeks to 5 minutes.
- **Committee Involvement** — Serve as a member of the Diversity Minority Sub-Committee (member since 2009)
- **Award-Winning Performance** — Recipient, “Quarterly WOW! Star Award” in 2010 and 2012
- **Developed key programs that increased revenue and built the book of business:**
 - ✓ Targeted/Segmented Referral Strategies
 - ✓ Loan-To-Value Building/Portfolio Development
 - ✓ Dashboard Reporting/Data Intelligence Gathering

Learning Measurement Specialist | Confidential | 2008 – 2009

- **Corporate Training Optimization** — Developed business analytics using ROI and benchmarking studies that generated strategic improvements to programs. **Initiated cost-cutting strategies that lowered cost-per-head on two training programs by 25% and 28%.**
- **Program Restructuring** — Analyzed and restructured two major internal training programs that resulted in the transition to web-based training tools/materials and improvements to the delivery system, reducing materials costs by 18% while streamlining order processing, reporting, scheduling, and course offerings.

—Second Page of Resume Was Intentionally Excluded—