

## Speaker

### *Managing Relationships and a World-Class Driver of Fun Experiences*

**Proactive and motivational individual** driving F.U.N., engagement and memorable experiences. Proven record delivering messages and captivating audiences for companies like Intel, Panasonic, Farmers Insurance and Noah's Bandage Project

### *Expertise in Customer Care, Leadership and Relationship Management*

- Expert Presentation/Facilitation Skills
- Dale Carnegie Style Background
- Driving Performance Metrics
- Providing Memorable Experiences
- Capturing Audience Attention
- Garnering Participant Interaction
- Customer Care Programs
- Exceeding KPI Goals
- Project Management
- Quality & Service Delivery
- Operational Strategy

## RECOGNIZED EXPERTISE CREATING CULTURES OF CUSTOMER CARE

Won *American Society of Training & Development* Honors for Customer Care at \$4.4 Billion Farmers

Drove Satisfaction & Engagement to Unprecedented Levels for 2,000 Representatives

Saved Millions Per Year By Driving Excellence in Customer Service

Delivered Tens of Millions in Bottom-Line Growth for AT&T, Farmers, Enterprise Rent-A-Car

## RECENT CAREER CHRONOLOGY

- **Speaker**, L1FE, LLC ('09-'12, '14 – Present)
- **Director, Call Center Operations**, Farmers ('12-'14)
- **Customer Advocate**, Farmers ('07-'09)
- **Training Facilitator**, Farmers ('06-'07)
- **Training/Development Supervisor**, Farmers ('07-'09)
- **Personal Lines Underwriter**, Farmers ('05-'06)

## ACHIEVEMENTS IN SPEAKING & CUSTOMER CARE

### **Speaker/Customer Experience Consultant | L1FE, LLC ('09-'12)**

*Global consultancy focused on innovative customer care engagements for Fortune 1,000 enterprises.*

Aggressively recruited as recognized customer care and call center expert for a growing consultancy. Provided credibility to an innovative enterprise seeking to establish its expertise in strategic change for customer experience management.

- **Achieved high ROI for customers including AT&T, Farmers, and Enterprise Rent-a-Car.** Led high-energy, results-focused seminars for 20,000+ sales and service representatives, electrifying customer care results nationwide.
- **Presented as a brand ambassador all over the globe**, representing companies like Intel, Panasonic, Nimble Storage and others. Engagements include but aren't limited to CES in Vegas, Mobile World Congress in Barcelona, HIMMs, VMWorld and more.
- **Drove \$36 million sales gains at AT&T service centers.** Launched custom staff development and sales/service techniques that turned dreaded "retention calls" into value engines that vastly improved customers' perception.
- **Created an employee engagement/customer contact philosophy known as Fundamism**, defined as the fundamentals of a fun and optimistic workplace. This philosophy enables others to offer the best possible customer experience while maximizing workplace fulfillment.
- **Leading the marketing and PR efforts as President of the Board at Noah's Bandage Project**, a 501C3 dedicated to raising money for pediatric cancer research while collecting fun band-aids for children in need.

## Director of Call Center Operations | Farmers Insurance ('12-'14)

*\$4.4 billion nationwide insurer. 24,000 employees servicing 10 million households throughout the United States.*

Lead 300+ through 8 supervisors—ensuring customer service excellence for 2,000 Service Operations personnel supporting 985,000 customer interactions and \$2 billion in gross written premiums across 36 states. Manage \$30 million revenue as expert in customer-centered culture, driving engagement and customer experience to new highs.

Customer Care Results	
Employee Engagement	10% Gains
Call Transfers	9% Reduction
Customer Care Savings	\$1.6M/Year
Policy Issuance Cycle Time	Reduced 60%

- **Raised employee engagement 10% by launching a new, behavior-based performance management strategy.**
  - Served as executive sponsor for culture shift—evolving beyond static KPIs to drive subjective, values-based performance standards. Led rollout including communication, setting expectations, and coaching.
- **Reduced call transfers 9%, improving customer experience while streamlining operations costs \$1.6 million.**
  - Developed Career Path Enhancement Programs, empowering 2,000 Service staff to excel. Redesigned job responsibilities, expanded promotions and standardized rewards to motivate day-to-day excellence.
- **Reduced policy issuance cycle time 60%** by alleviating non-value added holds and enhancing policy review efficiency.
  - Minimized number of reissued policies by driving 10% reduction in policy declines and cancellations.

## Customer Advocate & Underwriting Supervisor | Farmers ('07-'09)

Promoted based on demonstrated passion for people development and ability to get things done through workforce engagement. Led 14 staff, supporting customer service excellence in 17 states, by empowering personnel to choose creative options in customer interaction.

- **Improved customer satisfaction scores to 88% from 71%** through effective “team huddles” and goal-setting meetings that identified areas of opportunity and celebrated success.
- **Developed leadership program—“Leading the ServicePoint Way.”** Implemented program company-wide, working with sales consultancy to design curriculum and roll-out.



## Training & Development Supervisor & Other Titles | Farmers ('06-'09)

Led team of 8, winning promotion after impressing senior leadership team with effective, high-energy seminars. Entrusted to inject energy into a conservative curriculum and challenge Farmers team members to reach their potential.

- **Contributed to unprecedented highs in adult learning outcomes** for 300 Service Operations representatives. Introduced an engaged style of learning, including breakout groups and games, that raised material retention.
  - Achieved consistent QA score gains from learners on a monthly basis while raising top box training scores to levels unheard of in Farmers history.
- **Improved training satisfaction by breaking out of a self-led style to a supportive, cohort-based environment.**

As **Training Facilitator** ('06-'07), facilitated growth for employees by engaging them in an upbeat learning environment. Helped identify employees with true passion for helping, coaching with an emphasis on caring about others inside and outside work. Led research on successful service-focused companies and introduced best practices.

**Bachelor of Business Administration**, University of Missouri Kansas City | Expert Facilitator in Dale Carnegie Methods