

Legistar

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Customer Care Advocate/The Wendy's Company

June 2016-Present

Effectively documents product or service problems in a timely manner by clarifying the customer's complaint determining the cause of the problem selecting and executing the best solution to resolve the problems which includes engaging the company or franchise operator.

Properly address customer issues using the CRM tool with an Omni channel approach.

Efficiently process customer data that is utilized to support field teams for both company and franchise operations

Maintain / Exceed established metrics and service level goals set forth in the Salesforce knowledgebase.

Maintain a comprehensive and working knowledge of all Wendy's operations, products, promotions, and services offered to our customers

Quality/M&P/Process Manager/AT&T

August 2011 – Present (8 months) Dallas/Fort Worth Area

Overall Purpose:

Responsible for the identification, analysis, development, and documentation of process improvements, methods and procedures and or quality standards.

Key Roles and Responsibilities:

Consults with line management on process management and improvement. Identifies and makes recommendations for process improvements. May work with Six Sigma certified professionals in accomplishing key projects through process and quality improvement. Analyze, track and publish performance indicators and results which identify performance trends and capabilities for success. Position develops metrics that provide data for process measurement and identifying indicators for future improvement opportunities. Collects data and recommends solutions to root causes of problems. Identifies and evaluates performance against process requirements and aligns improvement to performance shortfalls. Confer with staff on the use of re- engineering techniques to improve process performance and product quality. Deliver presentations and training courses to a diverse population of people on related topics. Surveys, analyzes and develops best practices for techniques and processes. In support of a business objective, develops applicable tools, methods and systems to ensure continuous performance improvements. When working on a solution, may employ Six Sigma methodology and analytics. Designs and facilitates the programs related to total

quality plans. Reviews product designs, establishes procedures and techniques for control of quality standards, directs inspection services, coordinates manufacturing and engineering, and confers with customers to define and resolve product quality problems. Identifies which methods and processes are inhibiting effectiveness in the operation. Counsels other on the development of policies, procedures, systems, forms, and reports for a department to support active business initiatives. Defines process flows, business rules, and user requirements.

Work Experience:

Manager-Technical Customer Service-U-verse Tier 2- Richardson Texas January 2010 – August 2011 AT&T

Tactics driven manager for U-verse Tier 2 call center agents both employee and NPW. Provided support between M&P staff and end user impacts for WFE (Work Flow Engine)AHT, CRR, and Utilization are primary areas of focus at the agent level with high percentage of churn.

Passion for customer issues both on the consumer as well as the Global Business side of the business.

Valued as a resource at all levels of management within my organization as well as other partner organizations.

Actively involved in change and participated in data analysis to determine path forward action plans.

Technical as well as highly developed soft people skills.

Responsible for QA-Quality Analysis Tier1-Tier 2

Exceeded Sales objectives KPI

Associate Director Contract Management-Chicago Illinois-Atlanta Georgia/AT&T

2002-2010

Responsible for Contract Management functions with a primary focus on Shortfall but also includes cradle to grave life cycle management that includes regulatory, compliance, and corporate and external audits.

Direct reports were both management and NPW collocated and in off-site centers.

Billing Operation Manager-Chicago Illinois/AT&T

2002-2000

Support for Global accounts which included the day to day support of systems that drive discounts for these customers that require knowledge of EDW, CBR, and the on the successful migration of customers post-merger which included CAS to CBR, SBC to Ameritech.

Project Manager-Network-Columbus Ohio-Ohio/Michigan

1998-2000

From sales hand off to first bill review multiple projects include negotiating and assigning recourses.

Voice Solutions Consultant-Business Sales Solutions- Ameritech-Indianapolis Indiana

1996-1998

Sales and support position in GEM market space

Area Manager-Call Center Business - Columbus Ohio

1990-1998

Supervised, developed, trained, and motivated CSRs that were responsible for selling business telephone service.

Accountable for performance in areas of customer satisfaction, revenue generation, attendance, and quality.

Assured superior customer service by regular contact with customers.

Served as primary interface, representing Business order centers, to product development and methods and procedures staff.

Service Representative-Sales Demand Center-Major Accounts-AIC-Columbus Ohio

1981-1990

CSR in calls centers that include small business orders, major accounts and credit and collections.

Client Advisory Board Equatis Health Columbus Ohio.