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**Objective:** A strong, dynamic executive with excellent communications and interpersonal skills who would like to provide value added service to an organization that is need of my expertise. Twenty-five years of strong management and customer satisfaction experience.

**Professional Qualifications:**

- Strategic Planning , Budgeting & Finance, Corporate Administration, Crisis Management, Organizational Leadership, P&L Responsibility, Performance Optimization, New Business Development, Organizational Leadership, Profitability Improvement, Multi-Site Operations, Joint Ventures & Alliances, Consensus Building & Teaming, Decision-Making, Best Practices & Benchmarking, Human Resource

\*Demonstrated ability to set strategy that balances the associate, customer and business needs.

\* Experience in leading teams in the pursuit of business goals and developing associates.

\*Coaching, strong communication, problem solving, and leadership skills.

\*Service, Training and Sales background.

\*Demonstrated ability to communicate and influence members of the Department and executive leadership.

\*Understanding of contact centers and the planning process to ensure labor optimization and service level.

\*Ability to maintain focus, accept and orchestrate change in a diverse environment.

\*Ability to think creatively in an effort to motivate and educate.

\*Strong analytical ability to turn reports and numbers into meaningful goals and objectives.

**Experience:**

**2003- Present: Call Center Connect**

**Owner**

Call Center purchased in May of 2003 with over 160 clients to service in the emergency medical industry. Hired and purchased all new state of the art equipment for automatic call distribution functions. Handled a relocation and cutover from start to finish with t-1 lines and DID call forwarding lines. Trained all employees on new equipment and put into place new procedures to ensure a quick answer time and quality customer service. Client meetings to retain our customer base to complete satisfaction. Hired and drove a sales and Marketing plan to gain more business and grow the company to a larger call center. Analyze statistical data from reporting to monitor the productivity and service levels of operators .Implemented and monitored a customer service training program with continue monitoring of calls and improved presentation skills.

Controlling the operating budget of the Operations and Training areas and working to control expenses. This includes managing the staffing level, utilization of temporary agencies, management of incentives and controlling handle time and occupancy while balancing these expenses with the need to ensure quality. Participate in making strategic decisions that impact the Sales & Service department. Defining the mission, objectives, operating guidelines, and job responsibilities for the Sales & Service contact center teams. Determine the best way to utilize the skills of the Specialists in the call center to maximize skill based routing and achieve the best results in the areas of revenue generation.

**2003-2008 : Business Owner of a Fleet Maintenance Business**

Started a small business to service all the maintenance and repairs for the Para transit tours in the City of Philadelphia. Implemented a business plan, hired and purchased all needed personal and equipment to start doing business for Edens Corporation and SEPTA. Secured all insurance and healthcare polices, developed a benefit package and administered all human resource activates. Establish performance

standards for the multiple in-house and external partner contact centers and ensure each team is managing to those performance standards and to other client expectations.

**1999-2003: General Manager, Edens Corporation, Malvern, Pa**

Assisted the president of the company with all aspects of an organization with over 350 employees, in three locations throughout the City of Philadelphia. Handled major project negotiations and complaint resolutions for desired outcomes. Responsible for all budgets and held budget meetings with department Managers and VP's to ensure department ran in profit mode. Put into place policies and procedures to streamline communication between departments and help achieve common threads of doing business for the best interest of the company. Responsible for site audits as well as analyzing and acting on statistical data provided by various areas of Sales & Service.

Responsible for employee development and training. Develop knowledge to assure successful completion of project. Provide feedback, training and direction to increase productivity and performance. Responsible for mentoring and the continued development of Sales & Service Managers and their staff. Coordinate and/or manage activities of team members, communicate progress and obstacles, solve problems and facilitate group activities that move the project forward. Created team atmosphere conducive to success. Prioritizes and delegates as appropriate. Ensure that projects remain on schedule as required with appropriate consultation, approval, and communication. Resolves conflicts.

Represents the Sales & Service Department on projects/task force committees that require the perspective of the customer, impact the service/sales process or where additional resources are needed. Manage special projects within the Sales & Service Departments. Work with other areas of the department and company to establish productive relationships to ensure the contact center is providing maximum quality service by answering questions and communicating procedures.

**1995-1999: Contract/Project Manager, Edens Corporation**

Handled all aspects of a school janitorial contract involving over 100 employees and seven schools. Responsible for contract compliance, and managing the overall budget and workflow to ensure contract satisfaction. Interacted across several levels of leadership from school personnel, Business managers and superintendents. Problem resolutions and resource developer to improve overall performances in employees and methodologies.

**1993-1995: Human Resource/Office Manager: Edens Corporation**

Handled all aspects of the office posting and paying invoices, hiring, training, troubleshooting and contract management for large landscaping, snow removal and tree service industry.

**1989-1993: DuPont (Contracted through Barry Services Company), Wilmington Delaware.**

Directly responsible for the selection, management and administration of over 100 contract employees at DuPont's Corporate Telemarketing Operation Center. This included hiring, semi-annual performance and merit reviews, career management and salary administration. Coached and counseled these employees to excel, encouraging them to surpass personal and team goals.

Reduced employee turnover by 46% through mainstreaming recruiting and screening processes and expressing the value of the employees. Advised senior management on human resource practices and guidelines. Managed a 1.6 million account for personnel and related costs. Created and published policies and procedures and administered them to achieve the operations management goals.

Work with department management to determine Operational strategy, information needs, methods for implementing strategy and methods for supplying those needs. Meet with Management to clearly understand needs, requests and priority of delivery. Assign work within team to meet these objectives.

**1985-1989: MCI Telecommunications Incorporated, Towson, Maryland**

**Customer Service Supervisor:**

Responsible for the performance of 30 employees to maintain a service level expected from the corporate office. Monitored calls and gave feedback on how to better service our customers. Helped train on sales and close ratio's , wrote performance reviews and follow up to ensure goals and objectives were achieved. Team meetings, statistical data annualized and motivating the overall group to improve in all aspects of their performance. Inform senior management on status of Customer Sales / Service operations, problems incurred and other issues. Assist senior management in decision making.

**Training Specialist**

Communicated business operation status on a daily basis to over 250 employees. Became knowledgeable on new procedures and products and effectively trained all customer service and management on their uses (features and benefits). Responsible for problem resolution with the Public Utilities Commission, the Federal Communications Commission and the Better Business Bureau.

**Customer Service Representative**

Inbound and outbound customer service calls for customers of the long distance company. Handled the transition from the secondary service provider to the primary service provider. Conversion of informational calls to close on sales and provided customer retention initiatives.

**Education:**

**Bachelors of Science: Mass Communication /Communications**

**Towson State University:**

**1983-1985**

**Concentration in Public Relations, journalism, public speaking, film/TV**

**Associates of Arts**

**Ferrum College, Ferrum Virginia**

**1981-1983**

**Additional Training Courses Completed**

Telephone Etiquette

Overcoming Objections

How to Handle anirate Consumer

How to Close a Sale

Introduction to Basic Supervision

Performance Management

Frontline Leadership I and II

Call Center Operations Management Training

How to interview People

Continuous Improvement within a Corporation

References furnished upon request: