



Mr. Kelly M. Spore

Phone
214.924.8501

PROFESSIONAL SUMMARY

15 years professional experience in operations, relationship management & customer support at a national level, with over 7 in a senior position. A manager who focuses on customer service and satisfaction, while never losing track of business needs. A confident and effective communicator of ideas, processes and most of all solutions. Successful implementor of new programs and procedures that improve performance while maintaining or even reducing costs. A leader always ready to mentor as well as learn. A self-motivated professional that enjoys a fast pace and new challenges. Given the right opportunity I would be willing to relocate from Plano, Texas.

PROFESSIONAL EXPERIENCE

Social Media Manager, Brave Penny (503c Non-Profit), Frisco, TX (Part-Time)

April 2014–Present

- Website creation & management
- Social media monitoring and posting

Manager of Customer Service, [Precision Document Solutions](#), Carrollton, TX

August 2006–January 2014

- Satisfaction of over 400 clients in 60 markets nationwide with an 85% contract renewal rate
- Responsible for Corporate Account Manager, Call Center Representatives and over 100 Field Service Techs
- Partnered with Sales Department on the acquisition of new business, completing RFPs and meeting with prospective clients
- Created and managed training program for new field service employees
- Initiated and managed 24/7 after-hours break/fix national service program
- Deployed in-field service ticketing solution to improve responsiveness and reduce paperwork
- Developed a 2 page executive summary with billing and service statistics most important to client executive management
- Deployed GPS solution to field tech fleet to enable monitoring of fuel usage and accurate time reporting by field
- Monitored SLA's and KPI's of call center representatives and field service technicians
- Developed national SLA report and monitored Precision's daily ticket volume of over 350 new service requests
- Increased field effectiveness by decreasing average response times from 4 to 2 hours and resolution times from 6 to 4 hours
- Reduced in-field inventories by 10% through removal of obsolete items and improving the RMA process
- Periodically reviewed field processes, work flow and paperwork for opportunities to decrease waste and increase efficiency
- Improved and developed new processes for Customer Service Department and Service Department
- Reviewed all new contracts to establish protocols for exceeding required SLA and managing client expectations
- Senior escalation point for client dissatisfaction regarding Precision's services
- Ensured all clients received quarterly reviews and reviewed opportunities to up-sell Precision's forms solutions
- Developed strategies to retain at-risk clients including weekly discussions on status of account and any current concerns

Projects/Contract Manager, [HighPointe Group](#), Dallas, TX

July 2003–August 2006

- Escalation point for all clients, tenants and contractors 24/7
- Coordinated projects to install all tenant equipment, upgrades and removals
- Managed equipment access for tenants and vendors across all client buildings and towers
- Verification that all contract terms and conditions were continually met or exceeded
- Collection of past due tenant rents and controlled temporary termination of access and/or power if payment not remitted
- Created detailed procedures for rooftop access of client rooftops and towers
- Developed and managed web based database application for tracking all rooftop related contracts, drawings and contacts
- Obtained Certificates of Insurance for all tenants, contractors and sub-contractors

PROFESSIONAL EXPERIENCE Cont.

IT Business Analyst II, [Fujitsu Network Communications](#), Richardson, TX **October 1999–February 2003**

- Supervised three separate teams consisting of 15 members
- Supervised service desk and incident tracking software, aided in the selection of supporting software applications
- Managed all IT lease contracts for computers, servers, networking equipment and printers
- Managed over \$12 million/year in IT related expenditures
- Tracked and managed all client side IT equipment including servers and networking equipment
- Primary liaison between the IT group and 62 remote field offices nationwide
- Chair of PC hardware and software standardization committee for the company and led all standardization efforts
- Tested prospective mobile hardware for sales, management and executive management
- Developed “in-house” web based procurement system for notebooks, desktops and printers
- Reduced deployment time of notebooks, desktops and printers by 90% - including procurement
- Deployed Siebel 2000 as the IT Help Desk ticketing solution
- Earned Management Certificate through FNC training program

IT Operations Technical Writer, [Fujitsu Network Communications](#), Richardson, TX **July 1998–October 1999**

- Introduced new IT policies and procedures on behalf of ITG management for all of FNC
- Prepared mobile telecom “Requests For Proposal” as well as all wireless daily operations
- Provided assistance to SAP security maintaining user accounts in SAP
- Reduced wireless mobile communications costs by 50% at FNC
- Reduced wireless mobile communications costs by 1 million/year for all Fujitsu Companies

Editor-In-Chief, Grail Communication, Seoul, South Korea **1996–1998**

Conversational English Instructor, Various Institutions, Seoul, South Korea **1994–1998**

EDUCATION

Bachelor of Arts, Political Science
University of Tulsa, Tulsa, OK

SKILLS

Customer Support • Service Ticket Management • Leadership • Business Analysis • Vendor Management •
Operations Management • Communication (Written & Verbal) • Presentations & Training • Problem Solving & Crisis Resolution
• Customer & Vendor Relations • Project Development • Process Improvement • Contract Negotiation •
Metrics Analysis & Management • Employee Selection and Retention • Employee Training & Development •
Website Management & Social Media Tools • Call Center Management

SOFTWARE KNOWLEDGE

- E-Automate
- Remedy
- Service Now
- Microsoft Visio
- Microsoft CRM
- Microsoft Office - Windows / Mac
- Microsoft Windows / Mac OS / iOS / Android OS