

# LOUIS MEEKS, JR.

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## PROFESSIONAL SUMMARY

Senior Level Operations, Sales Operations and Client Management Professional with 20+ years contact center leadership experience ♦ CRM Subject Matter Expert, driving revenue, competitive advantage and bottom-line profitability ♦ Confident, take-charge executive with exceptional follow-through ♦ Top performer who thrives in a high-expectation, high-stress environment ♦ Articulate communicator, building rapport and trust across all corporate levels ♦ Proven architect and manager of cohesive, high-performance teams ♦ Operations efficiency specialist, implementing best practices and improving KPIs

## CORE COMPETENCIES

Six Sigma Black Belt, Trained ♦ PMP Trained ♦ Revenue generation and sales forecasting ♦ Superior time-management and organizational skills with strong attention to detail ♦ Compensation and quota design ♦ Talent selection, leadership development, training and coaching ♦ Benchmarking and performance metrics ♦ Committed to exceeding corporate and customer expectations ♦ Meticulous about quality control ♦ Passionate about hands-on leadership by example ♦ Customer acquisition and loyalty ♦ Business analysis ♦ Solid record of igniting stagnant business and transforming declining operations ♦ Program design/sales strategy

## PROFESSIONAL EXPERIENCE

### EPERFORMAX CONTACT CENTERS CORPORATION

*A \$72MM privately held Filipino partnership providing best-in-class offshore BPO services to Fortune 500 companies in the telecom, transportation, technology, hospitality and retail verticals. Offerings include Six Sigma-based best practices for process and people management, customer service, inbound/outbound sales support, market research, TESDA Certified training programs, US and AIM trained executives, and lead generation services.*

**Vice President, Project Management** – Dec/2005 – Present

Pasay City, Philippines

Report directly to company President. Responsibilities include corporate wide PMO, learning development, client relationship management, manages implementation of all new programs; maintain post-implementation client relationships, manages build outs and renovations of all operation floors.

- ♦ Budget responsibility for \$1M annually; manage 16 direct reports and 64 indirect reports.
- ♦ Marquee clients include PayPal, eBay-North America, eBay-Australia, Sprint.
- ♦ Lead and manage the revamp of the training ecosystem from classroom based to a technologically blended environment.
- ♦ Direct and manage the development and creation of communications training for new hires and existing employees.
- ♦ Project managed construction and launch of 500-seat Cebu site including all administrative recruiting and staffing; project began in January, and site was in productive operation by April 1.
- ♦ Lead all program metrics implementation and design; have achieved #1 vendor status with all clients, exceeding all clients' internal sites in CSAT and AHT.
- ♦ Transformed internal reports from manually run to automated; created on-demand reports and queries portal available to clients and staff; created agent scorecards, improving performance.
- ♦ Key member of management development committee, revamping entire compensation program.
- ♦ Led first contact center in the Philippines to be TESDA Certified (government agency certification); responsible for all aspects of training department.
- ♦ Designed company-wide employee retention initiatives; implementation currently in progress.
- ♦ Achieved 100% client retention with the exception of one 15-year client, The Sharper Image, which went bankrupt in the down-market economy.
- ♦ Project manager for proprietary VOC process QA project to be rolled out for Target Card Services.
- ♦ Project-managed creation of employee applicant profiling system, reducing recruitment/training cost by 15% in first 12 months.

**Director, Business Development** – Feb/2003 – Dec/2005

Makati City, Philippines

Reported directly to Executive Vice President. Responsible for implementation of all new programs/projects of 1,800-seat inbound/outbound contact center; partnered with IT, HR, operations, training, and quality to ensure on-time/on-budget project compliance; launched and led company-wide reporting and continuous performance maximization departments, implementing all metrics.

- ◆ Budget responsibility for \$250K; managed 5 direct reports and 38 indirect reports.
- ◆ Marquee clients and accounts have included Experian (\$400K/mo); Verizon/MCI (cost+ contract, 1,000 employees), PayPal (\$800K/mo); eBay (\$600K/mo); Washington Mutual/Chase (\$1.54MM).
- ◆ Achieved 100% customer renewal rate.
- ◆ Designed and created all implementation program compensation models.
- ◆ Key driver in all program QA initiatives, increasing PayPal's AHT and CSAT.
- ◆ Partnered with IT, reducing wait in between connected calls from 20 seconds to less than 3 seconds.
- ◆ Project managed build-out of 12 (\$1MM each project) 250-seat floors.

**Program Manager** – Jul/2001 – Jan/2003

Cordova, TN

Reported directly to General Manager. Responsible for all aspects of dedicated client relationship management for T-Mobile account for 250-seat inbound/outbound contact center. Managed sales operations; led performance and quality standards for national wireless inbound sales program.

- ◆ Responsible for 3 direct reports and 15 indirect reports; managed \$1.8MM/60 seat program.
- ◆ Grew program seats from 40 to 60.
- ◆ Developed operational metrics, reducing customer attrition from 30% to 10%.
- ◆ Developed flexible incentive plan to match client-specific goals (churn rate improvement, order accuracy, etc.) as needed.

**INTERACTIVE TELESERVICES CORPORATION**

Tiffin, OH

*A \$13MM provider of outsourced teleservices to Fortune 500 companies, primarily in the banking and insurance fields specializing in Licensed Insurance Agents.*

**Call Center Manager/Training Manager**– Jul/2000 – Feb/2001

Reported directly to CEO. Responsible for all aspects of 108-seat outbound call center sales operations including staffing, training, sales management, quality, client management and IT. Tasked with restructuring operations to increase gross profit.

- ◆ Managed 7 direct reports 150 indirect reports.
- ◆ Marquee clients included TIME Magazine and AIG Insurance.

**SITEL CORPORATION**

*A \$2B provider of Business Process Outsourcing (BPO) services related to customer care to Fortune 500 companies. Its offerings include customer acquisition, back-office processing, collections, and technical support. 65,000 employees and more than 145 facilities worldwide*

**Assistant Operations Manager** – Jan/1999 – Apr/2000

Savannah, GA

Reported directly to Senior Operations Manager. Responsible for all aspects of AMEX Blue launch; managed operations of 150-seat contact center. Client-facing reporting responsibilities for performance, quality and compliance. Led on-site launch of card acquisition business expansion into San Angelo, Texas.

- ◆ Marquee clients included American Express and JCPenney Life.
- ◆ Achieved 450K monthly AMEX Card account activations, exceeding 300K monthly goal.
- ◆ Managed 10 direct reports and 250 indirect reports.
- ◆ Managed 11 campaigns from implementation to completion including training, scripting, forecasting, programming, launching and meeting client-driven objectives.
- ◆ Monitored predictive dialer/call switches and led client site visits.

- ◆ Implemented operational metrics development, increasing quality scores and sales per hour.
- ◆ Partnered with engineers to implement automatic dialer.

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### PRIOR SITES POSITIONS HELD

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<b>OPERATIONS SUPERVISOR/TRAINER</b>	Savannah, GA	Apr/1998 – Dec/1998
<b>OPERATIONS SUPERVISOR</b>	Omaha, NE	Oct/1997 – Mar/1998
<b>VERIFICATIONS SUPERVISOR</b>	Laramie, WY	May/1995 – Oct/1997

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## EDUCATION

**PURDUE UNIVERSITY**, West Lafayette, IN  
 Master of Science in Education – Currently Attending  
 Major – Curriculum & Instruction  
 Concentration – Learning Design and Technology

**NORTHEASTERN UNIVERSITY**, Boston, MA  
 Master of Science – March 2018  
 Major - Project Management  
 Concentration – Organizational Communication

**BELLEVUE UNIVERSITY**, Bellevue, NE  
 Bachelor of Science – August 2015  
 Major - Project Management

**UNIVERSITY OF WYOMING**, Laramie, WY  
 Coursework in Accounting/Political Science (major) and Economics/International Business (minor)

**CASPER COLLEGE**, Casper, WY  
 Coursework in Accounting (major) and Economics (minor)

## PROFESSIONAL DEVELOPMENT, NOTABLES

- ◆ Training includes:
  - Outbound: Sales, Lead Generation, B2B, Card Acquisition, Credit Insurance, and AD&D
  - Inbound: Sales, Customer Service, Financial, Card Services, Directory Assistance
- ◆ Six Sigma Black Belt, Trained
- ◆ PMP, Trained
- ◆ Speak conversational Tagalog (the most widely spoken of the Philippine languages)
- ◆ Willing to consider domestic or international relocation
- ◆ Business travel tolerance up to 100%