

TAYLOR ROBERTS

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SENIOR CONTACT CENTER DIRECTOR

Top-Ranked Customer Experience ~ Unprecedented JD Power Scores ~ Fraud Loss Reduction up to ~\$20 million YOY

Customer-centric leader of sizeable and high-volume member support service and fraud-related contact centers. Awarded for an engaging leadership style that motivates and brings out the best in team. Strong understanding of the inner workings of financial institutions. Areas of expertise include banking and credit card operations.

Highly successful in driving sizeable teams to surpass metrics in both U.S. and captive (offshore) call-center operations. Strategic in identifying process improvements that impact customer satisfaction, efficiency, and costs.

- ▶ Multisite Contact Center Operation
- ▶ Staffing, Training, & Coaching
- ▶ Metrics & Performance Improvement

- ▶ Strategy Development
- ▶ Startup Locations
- ▶ Fraud Prevention & Reduction

- ▶ Process Improvement
- ▶ Compliance (FDIC, OCC, CFPB)
- ▶ Risk Management

PROFESSIONAL EXPERIENCE

Karpinski, Inc., Cebu City, Cebu, Philippines, 2006-2015
EXECUTIVE DIRECTOR, CUSTOMER SERVICE AND CEBU LOCATION LEADER, 2011-2015

LEADERSHIP SCOPE:

Multisite Retail Customer Service Group Operations of Karpinski, Inc.

Location/employees: 2 captive sites: Manila and Cebu, Philippines—2700 employees + vendor site: 400 employees. Service: Consumer, Consumer and Business Escalations, Business Banking, Consumer & Business online tech support. Budget: \$250 million budget (co-manage)

Recruited as executive leader to guide site leaders and vendor manager of multisite customer service operation serving 2.6 million customer calls monthly. Ensure compliance of industry regulations, passing all audits consistently. Team with departments on operational efficiency, exceeding service expectations, and developing long-term queue strategy.

OPERATIONS

- ▶ **Surpassed corporate goal in rapid time**, reducing Manila site from 1300 employees to 1000 in 2014 while growing Cebu site from 1000 to 2000 by year end; became the #1 growth site globally. Fill rates increased from 60% to 100%.
- ▶ **Reduced staff and related costs by 450 employees** through demand mitigation and efficiencies.
- ▶ **Standardized phone transfer process** for callers for a more consistent and better experience.

CUSTOMER EXPERIENCE

- ▶ **Continually implemented process improvements** to enhance customer (satisfaction) and maximize (associate) consistency.
- ▶ **Attained highest JD Power ratings ever** for call center, improving from 782 in 2012 to 847 in wave 1 of 2016. Also, reduced phone complaints 36% over 2 years and continued reduction in 2015.
- ▶ Analyzed customer issues to identify trends and solutions.

Outperformed large peer companies, ranking #1 in satisfaction for customers, agents, and overall center in Vocalabs 2015 survey for the industry. Additionally, reached customer satisfaction levels exceeding enterprise average.

EMPLOYEE SATISFACTION & RETENTION

- ▶ **Improved scores**, achieving highest ratings across retail bank in such categories as: 88% overall satisfaction; 91% recommend as great place to work; and 91% intent to stay.
- ▶ **Enhanced service environment/ culture** through recognition programs and a more positive environment. Additionally coached high performers, leading to several promotions of team members to VP level.
- ▶ **Boosted global retention from 73% to 78%**, 2014 through improved tracking and introducing exit interviews, focus groups, and merit-based annual incentive focused on selecting better schedule of employees' choosing.

AUDITS AND COMPLIANCE

- ▶ **Maintained process controls and quickly closed gaps**, resulting in satisfactory ratings for the following audits: online tech support, Dodd Frank International wires, and email error assertion.

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