

Connie Cookman

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Objective: To put over 20 years of business analysis experience, my natural drive for efficiency, my learned techniques for relating to others and my relationship with Jesus Christ to work; leveraging people, process and technology to make the world a better place.

Specialties: Leadership & Influence, Analysis & Problem Solving, Process Design & Project Management, Strategic Planning, Call Center Technology, Group Facilitation.

Passions: Jesus, Personalities, Family, Effectiveness, Justice, Ownership

His Place Productions - Director of Operations (Present)

Direct day to day operations, Consult with clients, translate needs into functional specifications, act as client liaison and trainer.

Pendleton Christian Church - Director of Equipping (11/07-7/11), \$70,000

Responsible to set direction, develop strategies and implement practices to inspire and equip the body for works of service. Oversee day to day operations, manage church budget, administrative liaison with board, develop servant teams, coordinate outreach events and ministries. Hire, manage and motivate staff. Position was eliminated.

Charles Schwab & Co: Director Resource Management (9/95-11/07), \$128,000+benefits.

Responsible for resource planning for 1000 rep, 24x7 inbound call center environment. Set strategy, cast vision, design service models, influence leadership, and establish practices for analysts to forecast and manage schedule efficiency across 5 locations. Meet service level objectives, while minimizing costs and attrition, with an annual budget >\$70m. Motivate staff through guiding principles and pay-for-performance evaluations and coaching. Left to apply my skills to further Christ's Kingdom.

Resort Condominiums International - Workforce Manager (9/83-9/95), \$45,000

Started on the phones in customer service position, then moved to administrative assistant position. Found my niche in analysis. Produced commissions reports, moved into workforce management analysis, learned call routing technologies. Promoted to Manager to produce staffing and scheduling forecasts for Inbound, Outbound & Telemarketing departments. I left to pursue better career opportunities at Schwab.

Education: Pendleton Heights, Pendleton, In /Indiana Wesleyan University, Marion, In

Special Training: Automatic Call Distributors, Intelligent Call Routing, Workforce Management, Quma Learning's Destination Thinking & Ownership Spirit, Insights Discovery's Personalities