

# Tiffany Hicks

201 S. Heights #1728 Houston 77007

Direct: 713-702-8938 / Office: 713-489-9608

E-mail: [tiffany.hicks2010@gmail.com](mailto:tiffany.hicks2010@gmail.com) / [Tiffany@VelvetRopeExperience.com](mailto:Tiffany@VelvetRopeExperience.com)

[www.VelvetRopeExperience.com](http://www.VelvetRopeExperience.com)

## BUSINESS | CUSTOMER SERVICE | TRAINING MANAGEMENT

A highly motivated, organized individual who will use 17+ years of management experience and skilled leadership to maintain productivity and quality of Customer Service. Highly skilled in organizing training workshops to diverse audience and for present and new employees. Hands on experience in monitoring training costs to ensure prudent budgeting. In depth knowledge of assessing training needs and conducting surveys. Demonstrated ability to use development and training tools / software. Experience in the discipline of management, human resources, curriculum development, and customer service with the ability to encourage clients to use critical thinking and problem-solving skills. Utilize learning theory-motivation in the learning process.

## EDUCATION

**BS Degree, Business Management / MSM, Masters Science of Management**

UNIVERSITY OF PHOENIX

**Anticipated Graduation Date December 2017**

**MCD, Masters Community Development**

PRAIRIE VIEW A&M

## PROFESSIONAL DEVELOPMENT

Curricula Development Support Project Management Organizational Change Management Marketing Strategy Analysis and Evaluation Tactical Planning and Strategy Talent Development and Retention Business Strategy Conflict Resolution	Development and Implementation of Auditing Mechanisms Talent Management and Development Windows 365 PowerPoint 2013, MS Word, Outlook, Excel Internet Explorer, Adobe Illustrator, Remedy ADOBE Captivate	Knowledge Base, ACSS, MARS, MTAS, IEX Totalview, Photoshop, ProDoc, HRIS, Visio LogMeIn SABA Storyline SAP Evernote Trello, Zoho, ZenDesk
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## PROFESSIONAL EXPERIENCE

### **Velvet Rope Experience**

*Owner, Operator/Business, Management, Marketing and Training Consultant 2011-Present*

Created Business / Management / Marketing / Customer Service / Training Consulting business at the point of inception. Providing consulting to clients/customers - includes identification of business opportunities, improvement areas & giving suggestions to improve overall performance and customer service.

### **Results Achieved:**

1. Manage large scale training projects for Fortune 500 companies with oversight for team of 25 plus trainers, 300 plus agents, 6 different countries.
2. Developed strategic plan to deploy new processes, new training programs and materials production that resulted in increased agent productivity by 18% and reduced attrition by 25%.
3. Directed marketing program to shift brand image and increase visibility of nonprofit organizations. Project success led to 100% increase in donations.
4. Consulted with executives, board members and project managers for company expansion initiative that led to increased profit margins by 20%.
5. Presided over \$225K revamp of new hire training project. Project involved new computer software systems, new process and policy implementation, deployment of communication strategy for change mechanisms.

6. Mentored and coached a team of 40 plus candidates over 100% success rate in achieving permanent technical support positions.
7. Assisted Fortune 500 companies' executives to effectively implement and manage large scale change in training department.
8. Developed an entry level/grass roots troubleshooting training programs designed to promote customer service agents to technical support agents. Training program resulted in 40 plus candidates per year transferring from customer service to technical support for entry level technical support program. Of 40 plus candidates over 100% success rate in achieving permanent technical position.
9. Developed and implemented the FOCUS call quality model leading to overall quality score increase from 85%-89%
10. Supervised and deployed teams of 100 + nationally to push marketing objectives for application, device and feature launches assisting in quarterly sales exceeding 7 million
11. Recognized as a subject matter expert and sought after as a consultant and coach on the use of several technology platforms, (includes Adobe Connect, Captivate, SABA LMS, SharePoint, Camtasia, Audacity) expanding the capabilities of leadership and peers in and outside of the organization.
12. Developed process improvement and training program to increase use of appropriate credit codes leading to a reduction in credit errors totaling a savings of over 7M
13. Increased sales production of products, features, and services year over year 45%-75% for 5 years consistently.
14. Reduced customer churn by 55%, by implementing a social media response team responsible for customer resolutions via social media management.
15. Launched the Nonprofit Networking Café a collective of Nonprofit Organizations, Business Owners and Community Leaders dedicated to collaborating to increase community outreach via shared resources, training and fundraising collectively. Responsible for bi-monthly meet & greet, 10 organization major fundraising initiative and facilitation of the following training initiatives: Board of Directors Leadership and Management, Creating Strategies (Communication, Fundraising and Donor/Sponsor Acquisition, Engagement & Retention) and Creating Memorable Experiences.
16. Responsible for creating fundraising strategy for the following nonprofit organizations: ALAYA Ministries (GOOD Girls Program), Agape Children's Emergency Services and Deferred Sports Dreams.
17. Drafted sponsorship and donor letters for over 15 local organizations yielding over \$25K in 2017 in sponsorship and in-kind donations.

<p><b>Samsung Telecommunications America</b>  <i>Training Architect/Vendor Training Manager/Learning and Development Manager/T.A.M.</i>  2010 to 2015</p>
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Responsible for the overall development and delivery of workshop/classroom training. Managed multiple projects, provides status updates on performance against plan and met delivery targets. Lead cross functional teams in improvement activities that focus on, Quality Management.

**Results Achieved:**

1. Distinguished as a strong facilitator of strategic planning sessions and team-building and learning events alike. Thoughtfully coached and awarded 15 peer certifications on the delivery of personal effectiveness programs.
2. Consistently managed and executed concurrent project plans and priorities while producing timely, quality learning and development deliverables within project time lines.
3. Influenced outcomes that support Learning and Performance Development strategic goals, while building and maintaining strong business relationships with industry partners
4. Demonstrated a proven ability to develop talent and manage performance for a variety of roles and job levels (includes managing a strong performing direct report, extensive experience managing new hire performance in the classroom, and in-depth opportunity to mentor and coach peers for skill development).
5. Responsible for teaching and implementing agent and manager individualized education development plans that led to the promotion of 10 agents to management positions and 3 assistant supervisors to managers (within 3 years).
6. Maintain strategic objective of customer service by ensuring that customers have a good experience with the business and increasing employee engagement scored by 92% with the introduction of self-development training programs (e-learning and outsourced training partnerships)
7. Reduced outsource partners attrition by 87% by improving the onboarding, new hire and on the job training programs.

8. Increased team subsequent sales from 12%- 64% through training, coaching, and development.
9. Reduced Repeat Callers saving the company 35% monthly which led to a yearly savings of approx. 5+ Million

**Verizon Wireless Communications**

*Sr. Trainer, South Area Data Technical Support  
Management Trainee, Developmental Leader Program  
Technical Support Coordinator  
1998 to 2010*

Delivered programs across our broad training curriculum including sales, product and leadership training. Connected key learning to the business priorities with desired outcomes. Responsible for facilitating a variety of learning methodologies, media, and materials.

**Results Achieved:**

1. Coordinated process to implement education staffing reevaluations and development conferences with supervisors and agents
2. Developed a "Classroom Management Tools" initiative to improve training management staff skill set by developing classroom management strategies and reduce new hire training attrition by 25%.
3. Responsible for increasing Quality KPI from 85% goal to stretch target of 89% with 2% increase year over year for 2 years
4. Increased quarterly training compliance from 61% to 92% consistently for 3 years
5. Implemented departmental instructional support, technical assistance and ongoing staff development for the management and agents on policies, curricula and program organization
6. Developed process to standardize the assessment of call center data (KPIs) and integrated data assessment into content development solutions
7. Implemented first process and training programming to work directly with 7 major wireless providers (AT&T, Sprint, T-Mobile, VZW, Metro PCS, Tracfone and Cricket) to develop converging technology training consisting of partnering with each to do: curriculum planning to ensure quality and consistency in the development and implementation of curriculum and programs.
8. Streamlined processes to integrate remote log in technology reducing staffing needs by 25%