

PAUL FREDRICKSON

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Comment [ks1]: Unprofessional email address

Senior Vice President

Senior executive responsible for leading highly successful customer-facing operations and large, diverse organizations. Entrepreneurial leadership style with highly effective planning, organizational, and communication skills as well as solutions-oriented approach to problem solving.

Comment [ks2]: Profile did not define client's unique value proposition.

PROFESSIONAL EXPERIENCE:

ABC TELECOMMUNICATIONS, New York, New York

2007 to Present

Senior Vice President – Residential and Small Business Market

- ◆ Reporting to the Chief Executive Officer/President of a \$300 - \$182 million diversified telecommunications company, responsible for core company operations including full P&L responsibilities for a \$120 - \$81 million residential and small retail commercial line of business.
- ◆ Successfully managed customer attrition for legacy telecom customers when compared to competitors and industry standards.
- ◆ Responsible for the end-to-end customer experience with responsibility for all aspects of service delivery.
- ◆ Implemented quality management utilizing root cause analysis processes, with a focus on first-call resolution, defect and rework elimination, and reducing unnecessary repeat calls.
- ◆ Successfully managed the Receivables Management/Collections organization in the US and the Philippines, utilizing outbound and inbound technologies.

Comment [ks3]: Client was showing company and his division's revenue in a very confusing manner.

Comment [ks4]: Client did not provide evidence of quantifiable accomplishments.

XYZ COMMUNICATIONS, Philadelphia, Pennsylvania

1997 to 2007

Vice President - Customer Service/Operations
Vice President – New Business Acquisition Operations

Comment [ks5]: Inconsistent Margin with top position.

Comment [ks6]: Client had both positions together – they were very different roles.

Call Center Operations and Corporate Development

- ◆ Successfully managed seven Inbound/Outbound Call Centers, Collection Centers, Operator Services, and Plant Service Centers in six locations throughout the United States.
- ◆ Responsible for the management of a team of 11 Directors and support staff.

Comment [ks7]: Passive voice – in addition, unparallel sentence structure with previous bullet.

Call Center Operations Management

- ◆ Directed the acquisition of \$1.6 million in advanced call center communication's technologies with oversight for the installation and training for 700+ employees in 5 customer service and collections call centers nationally.

Comment [ks8]: This title did not have anything to do with acquisitions detailed in the bullet below.

TELECOMMUNICATIONS CORPORATION, New York, New York

1990 to 1997

General Manager – Receivables Management/Fraud

Responsible for receivables, collections, and fraud for accounts throughout the U.S. working within a fast-paced, time-sensitive environment.

- ◆ Analyzed core-operating functions to reduce costs, improve services and increase bottom-line profitability.
- ◆ Maintained consistently low levels of bad debt write-offs for four consecutive years.

Comment [ks9]: Passive voice again and description detailed nothing about his budgets, headcount, etc.

Comment [ks10]: No quantifiable achievements.

Manager - Budget Administration

Member of finance team responsible for internal controls, reporting and analysis of \$25 million in annual expenses for Customer Service Group's (e.g., capital, expense, facilities, headcount). Supervised six employees.

Comment [ks11]: Once again, passive voice and no quantifiable achievements.

EDUCATION:

University of Pennsylvania Wharton School of Business

- Masters of Business Administration in Management

Fordham University

- Bachelor of Science in Finance

Comment [ks12]: Second page should not have just one category on it.