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## **PROFESSIONAL PROFILE**

Results-oriented **Business Manager** with significant experience in sales/marketing, management, operations, staffing and new business development. Experience in the Energy, Telecom and Financial Services industries. Strong expertise in call center operations and management. Proven ability to identify and penetrate new markets, develop new clients, create profitable growth strategies, and close deals. Strong leadership, communication and negotiation skills. Strong customer service focus. Computer skills include: MS Project, Word, Excel, PowerPoint, SystemMark 6.1, Actask Monitors 4.0, Siebel 99-7.5, Aspect and Meridian ACD's.

## **AREAS OF EXPERTISE**

### **SALES AND MARKETING**

- Increased overall sales by 42% for call center consulting services firm by developing and refining product offerings.
- Consistently developed partnerships between company and customer accounts, resulting in over \$6.7M in new sales.
- Increased sales by 30-35% and raised level of customer satisfaction by instituting and conducting Quarterly Business Reviews with key accounts.
- Received Top Salesperson award in U.S. for consistently exceeding sales goals and for closing largest contract company has ever had.
- Developed, recommended and implemented e-business sales strategies, which positioned company more competitively, aligned more closely with corporate objectives, and resulted in new business acquisition and expanded product offerings.
- Increased new customer contracts by 25% by targeting Director and Sr. Management-level prospects.

### **OPERATIONS**

- Managed profit center of 200-250 agent call center operation, revising/renewing contracts and significantly increasing margins.
- Advised Fortune 500 clients on call center issues from staffing to reconfiguring switch: Helped design training program for new hires; revised agent queues, call control tables and menu tree options to better route calls to proper queue; trained client employees on how to run call center effectively; reviewed stats and advised clients on best strategy for business success.
- Managed daily activities of Dial-Up Support Team, Email Support Team and Web Hosting Team, including handling irate customers or escalations from other department.
- Designed, set up and initialized a highly successful call center for Action Products to support wireless handset products.
- Implemented quality processes throughout organization over a two-year period, resulting in 42% increase in production, 15% decrease in error rate and a \$3.1M increase in sales.

**PROJECT MANAGEMENT**

- Received Presidents Award for successfully managing 8 projects and increasing margins by 300%.
- Effectively managed a \$38 million customer care and billing solutions project at WynnStone International (and a 20-person IT development team), which successfully transformed call center into a multi-channel contact center.
- Managed 12-person development team for InStarr Communications, which transformed InStarr into a seamless organization, capable of servicing the customer at any level, and ensuring customer satisfaction and rapid response to customer needs.
- Successfully managed the CRM Sales and Customer Care Project portion of a \$50 million budget.
- Achieved Capability Maturity Model Level 2 Certification for IT Development Team of 75 by effectively managing its attainment and successful implementation.
- Recruited, hired and trained software support teams that met or exceeded the client needs for Apple, Claris, Microsoft, CompuServe and Compaq.

**WORK HISTORY**

**INSTARR COMMUNICATIONS**

**Boston, MA**

Senior Business Analyst and Senior Project Manager

**TELMAX CONSULTING**

**Cambridge, MA**

Call Center Consultant

**ACTION PRODUCTS**

**Newberg, CT**

Recruiter and Account Manager

**WYNNSTONE INTERNATIONAL**

**Altier, CT**

Call Center Consultant

**CALL ONE SYSTEMS**

**Houston, TX**

Senior Call Center Manager

**EDUCATION**

B. S. in Computer Science

University of Chicago Chicago, IL

M. A. in Technology Management

University of Phoenix Phoenix, AZ

**TRAINING**

- Miller-Hieman Sales Approach
- IT Professional Sales and Marketing
- Morgan Method Sales Objective
- Capability Maturity Model
- Project Management Principles
- Hodges IT Terms and Project Life Cycles
- IT Professional Recruiting
- Call Center Manager Operations