

## **GERALD ROBERT SYCK**

9655 Claymore Drive • Fishers, Indiana 46038  
(317) 607-2905 M • [grsyck@gmail.com](mailto:grsyck@gmail.com)  
<http://www.linkedin.com/in/grsyck>  
<http://grsyck.tripod.com/>

### **CUSTOMER SERVICE PROFESSIONAL**

#### **OBJECTIVE**

---

Seeking an opportunity as a manager in customer service utilizing my strong organizational skills along with exceptional problem solving skills and the ability to work well with people in order to provide the highest level of professionalism and maintaining a positive image of the company.

#### **QUALIFICATIONS**

---

##### ***General Management***

- ❖ As an Call Center Manager provided leadership and direction for day-to-day operations in contact center within medical billing environment; and directed and managed fourteen (14) to twenty (20) FTE
- ❖ As a General Manager, I provided leadership and direction for day-to-day operations for two (2) regional billing and dispatch centers; and directed and managed eighty (80) FTE staff between the two (2) regional centers where responsible for P/L management of \$5 M total budget

##### ***Team Building***

- ❖ Participated and directed cross-functional work groups tasked with analyzing, recommending, and implementing improvement solutions to improve revenues and quality issues
- ❖ Created, directed, and empowered self-directed work teams within billing, dispatch, and call center areas to solve production, quality, and morale

##### ***Relationship Building***

- ❖ Built relationships within company in order to build organizational savvy
- ❖ Built relationship within team members to improve and enhance teamwork and performance

##### ***Communications***

- ❖ Listened, empathized, addressed, resolved customer complaints in a medical billing call center environment
- ❖ Worked closely with key customers to provide a "can do" attitude to solve issues and concerns then implement effective agreed upon solutions
- ❖ Created and presented new service offerings to senior management for stage gate approval(s)
- ❖ Communicated weekly to cross-functional work teams on various project(s) statuses

##### ***Human Resources***

- ❖ Performed multi-level interviewing and candidate selection
- ❖ Created, documented, and communicated with staff on performance appraisals or improvement write ups
- ❖ Documented and tracked performance and quality statistics

##### ***Problem Solving and Analysis***

- ❖ Analyzed, developed, and implemented new procedures and metrics to improve operational performance and customer satisfaction; resulting in doubling production within six months in medical billing call center
- ❖ Analyzed and recommended new billing and routing processes and procedures to recapture \$10M in revenue within the first year of implementation
- ❖ Brainstormed and developed a new summary report to solve a customer's complex union problem which help save the customer millions annually

#### **EDUCATION**

---

##### **Project Management, Bachelors of Science**

School of Information Technology \ ITT Technical Institute - March 2014 \ GPA of 4.0

##### **Masters of Business Administration [MBA]**

School of Business \ Indiana Wesleyan University – August 2005 \ GPA of 4.0

##### **Finance, Bachelors of Science**

School of Business \ Indiana University – May 1992

## EMPLOYMENT

---

### ITT Technical Institute Online Programs

*Senior Financial Aid Coordinator II, Senior Financial Aid Coordinator I, Financial Aid Coordinator*

- ❖ Conduct 450 yearly entrance and exit interviews with students, advising them on their financial aid options
- ❖ Confer with outside agencies regarding students' eligibility for assistance
- ❖ Top five repack/reentry financial aid packagers for last four years
- ❖ Quality audit score of 97% over past four years

### Zotec Partners, LLC

*Call Center Manager*

- ❖ As an Call Center Manager provided leadership and direction for day-to-day operations in contact center within medical billing environment; and directed and managed twelve (12) to twenty-one (21) staff
- ❖ Listened, empathized, addressed, resolved customer complaints in a medical billing environment, resolved medical customer invoicing issues, and resolved client concerns.
- ❖ Developed a training program to improve customer service, software and job specific knowledge within medical billing call center, which allowed for the hiring of agents without prior medical or insurance experience
- ❖ Analyzed, developed, and implemented new procedures and metrics to improve operational performance; resulting in 2X increased production in six months within a medical billing call center
- ❖ Coordinated, led, and executed the implantation of software and system enhancements that resulted in reductions of labor costs by forty percent (40%) within medical billing company

### SM&P Utility Resources, Inc.

*New Product Development Manager*

- ❖ Launched, directed, and managed the Commercial and Residential Private Locating pilot within the Indiana marketplace, growing monthly revenues to over \$10K per month within three months.
- ❖ Launched, directed, and managed the Commercial GPS Mapping pilot within the Indiana marketplace with \$3M in revenue projected within eighteen (18) months
- ❖ Developed and maintained strategic alliances with affiliate service providers to "resell" services with a projected \$1M revenue potential within two (2) years

*Customer Service Manager*

- ❖ Analyzed, developed, and recommended a new asset management and procurement processes to save \$3.5M over next 5 years
- ❖ Developed and implemented a data driven summary report to solve a utility customer's complex union problem which saved the customer three (3) million annually
- ❖ Outsourced after-hour call center for the entire company thus reducing overhead cost by 10% within the first year
- ❖ Worked closely with key customers to provide a "can do" attitude to solve issues and concerns then implement effective agreed upon solutions.
- ❖ Developed and implemented customer service standards for invoicing, dispatch, call center, and field operations

*General Manager (Director Level)*

- ❖ As a General Manager, I provided leadership and direction for day-to-day operations for two (2) regional billing and dispatch centers; and directed and managed two (2) managers accountable for eighty (80) support staff between the two (2) regional centers where responsible for P/L management of \$5 M total budget
- ❖ Acted as the senior level representative and facilitated issue resolution with the support of field operations and client resources as needed
- ❖ Managed and directed all phases of the development life cycle and integration of a several software upgrades within the billing and dispatch system for the regional centers resulting in a savings of \$1.4M per year
- ❖ Turned around non-performing Northern Regional center and led Northern Regional center to exceed budget expectations within first year resulted one percent (1%) under budget (first time under budget)
- ❖ Planned, coordinated, directed, and executed the centralization of three (3) regional centers into one (1) super-center resulting in the reduction of back-office headcount by twenty-five percent (25%) saving \$574K per year