

GERALD ROBERT SYCK

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

GENERAL MANAGMENT PROFESSIONAL

OBJECTIVE

Seeking an opportunity as a manager 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) staff
- ❖ 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
- ❖ As an Operations Manager, I provided leadership and direction for day-to-day operations for billing and dispatch functions within central region centers; and directed and managed one supervisor and forty (40) support staff where responsible for P/L management of \$2 M total budget
- ❖ As an Assistant District Manager, I provided leadership and direction for day-to-day operations for field operations, billing and dispatch functions within Kansas City, MO market; and directed and managed ten (10) supervisors where responsible for P/L management of \$20 M total budget
- ❖ As an Assistant District Manager, I provided leadership and direction for day-to-day operations for field operations and administrative functions within Indianapolis, IN market; and directed and managed twelve (12) supervisors where responsible for P/L management of \$25 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
- ❖ Developed and maintained relationships with five (5) key customers for Commercial Private Locating, accounting for eighty percent (80%) of revenue
- ❖ Created and maintained relationships with key vendors to provide affiliate services for "re-sell" of wet-vacuum utility location service

Communications

- ❖ Listened, empathized, addressed, resolved customer complaints in a medical billing call center environment
- ❖ 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

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

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