

RECOMMENDATIONS

In Transition

at Business Professional Exchange

Carl Ashmore, Principal Human Resources / Compensation Consultant, CNA
Consultants *[posted on LinkedIn.com]*
Worked with You

"Rob effectively pursues with focus and determination continual professional and personal development to offer a prospective employer. His realistic goals and evaluation of self are evident. A true asset to any company; Rob will make a significant contribution and be welcomed into a team of professionals. Where he enters a new opportunity will only be a beginning to his contribution. He will be recognized and moved forward from there." *September 1, 2009*

Call Center Manager

At Zotec Partners

Kylah Neubert, Call Center Lead, Zotec Partners *[posted on LinkedIn.com]*
Worked for You

"Rob Syck was the Call Center Manager for Zotec Partners when I worked in their Customer Service Department. Rob was always very kind and eager to assist with concerns or issues that I may have had. He was quick to answer questions and solve high end problems. Rob showed great work ethic and was able to make many client relationships while working at the company. It was a pleasure working with him." *July 10, 2012*

Product Development Manager

At SM&P Utility Resources, Inc.

Matt Parrott
Analyst, SM&P Utility Resources *[posted on LinkedIn.com]*
Worked with You

"I worked for Rob on automating a very complex and critical reporting solution which required the flawless integration of payroll data and field operations data. He was not only highly qualified and knowledgeable; he was also very patient and helpful as I struggled to understand all of the complexities of my task." *March 6, 2008*

GERALD ROBERT SYCK

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RECOMMENDATIONS

General Manager (Director Level)

At SM&P Utility Resources, Inc.

Chad Layman

Software Developer, Action Micro Technologies, Inc. *[posted on LinkedIn.com]*

Worked with You

“When I began working with SM&P Utility Resources, Inc. as a software consultant, Rob Syck was running the company's Central Billing and Dispatch Center as General Manager. I was fortunate enough to have had the opportunity to work with Rob and to witness how effectively he managed his operations. It was clear that he always put his employees first, even at the cost of making personal sacrifices, but fully expected his subordinates to be productive and to adhere to the company's policies and procedures. Rob's decisions were always fair and he consistently delivered operational excellence.”

March 5, 2008

Operations Manager

At SM&P Utility Resources, Inc.

Nikki Gibson

Lead Biller, SM&P Utility Resources, Inc. *[posted on LinkedIn.com]*

Worked for You

“I worked with Rob first with him as my manager. Rob managed over the startup of new billing applications that dramatically changed how day to day operations were performed. Managing the operations of the billing department involved making sure that the required time schedule of work being done that current day and monthly was accomplished. He was a wonderful manager to work under. Eventually Rob trained me to do most of the promoted duties that I perform to this day and gave me knowledge of programs that I never received through my college education.” March 11, 2008

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RECOMMENDATIONS

General Manager (Director Level)

At SM&P Utility Resources, Inc.

Craig Harrell

Vice President of Operations North Region [*Letter sent to Prior Employer at Zotec*]

Worked for him

"I am writing this recommendation on behalf of Gerald R. Syck for his performance while he was within the Operations Manager and General Manager role respectively. I was Mr. Syck's supervisor at the time he was in these roles. Mr. Syck had been with the company nearly fifteen years and within that time, has worked in various progressing roles. Mr. Syck's most notable contribution to SM&P was in his role as Operations Manager and General Manager for the company's billing, dispatch, and after-hour call center.

While in the Operations Manager role, Mr. Syck was instrumental in centralizing billing and dispatch functions for the entire company. His efforts provided the necessary foundation for the super-center today. Mr. Syck made an effective impact on SM&P by increasing revenues, improving customer retention, assisting in the integration of the customized billing and dispatch software, and creating standardized processes and procedures, many of which are still in use today.

While in the General Manager role, Mr. Syck was able to turn around a struggling regional center and improve moral. Mr. Syck provided strategic leadership and helped centralize the regional centers into one super-center. Mr. Syck made an impact on SM&P by significantly decreasing overhead operational costs on back office administrative functions.

Mr. Syck would make an excellent asset to any company who needs a manager that is results driven and able to provide leadership during difficult change." May 30, 2008

GERALD ROBERT SYCK

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