

## GERALD ROBERT SYCK

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## ECLECTIC BUSINESS PROFESSIONAL

### OBJECTIVE

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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

### EMPLOYMENT

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#### 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

#### 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
- ❖ 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

*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
- ❖ 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

### EDUCATION

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#### 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