

Attachment B.11.I
Results



**LA Material
Subcontractor Q&A
Submitted to:**



June 17, 2011



LA MATERIAL SUBCONTRACTOR Q&A

1. Indicate your organization's legal name, trade name, dba, acronym, and any other name under which you do business; the physical address, mailing address, and telephone number of your headquarters office. Provide the legal name for your organization's ultimate parent (e.g. publicly traded corporation).

The Results Companies, LLC.
Results Customer Solutions, LLC.
499 E. Sheridan Street
Suite 400
Dania, FL 33004
954.921.2400

2. Describe your organization's form of business (i.e., individual, sole proprietor, corporation, non-profit corporation, partnership, limited liability company) and detail the names, mailing address, and telephone numbers of its officers and directors and any partners (if applicable).

The Results Companies is a privately owned, for profit, Limited Liability Company which is not a Subsidiary or Affiliate of another company.

Robert Rapp, CEO, 499 E. Sheridan Street, Dania, FL 33004 954.921.2400
Alec Brecker, President and COO, 499 E. Sheridan Street, Dania, FL 33004 954.921.2400

3. Provide the name and address of any health professional that has at least a five percent (5%) financial interest in your organization, and the type of financial interest.

No health professionals have a financial interest in our organization.

4. Provide your federal taxpayer identification number and Louisiana taxpayer identification number.

The Results Companies' Federal ID number is 27-3664981. A Louisiana taxpayer identification number is not applicable to our company.

5. Provide the name of the state in which you are incorporated and the state in which you are commercially domiciled. If out-of-state, provide the name and address of the local representative; if none, so state.

The Results Companies is incorporated in the state of Delaware with corporate headquarters in Dania Beach, Florida. We are licensed to handle inbound transactions in the United States, Mexico and the Philippines. There is no local representative in Louisiana.



6. If you have been engaged by DHH within the past twenty-four (24) months, indicate the contract number and/or any other information available to identify the engagement; if not, so state.

The Results Companies has not been engaged by DHH within the past twenty-four (24) months.

7. Provide a statement of whether there have been any mergers, acquisitions, or sales of your organization within the last ten years, and if so, an explanation providing relevant details. If any change of ownership is anticipated during the 12 months following the Proposal Due Date of 6/24/2011, describe the circumstances of such change and indicate when the change is likely to occur. Include your organization's parent organization, affiliates, and subsidiaries.

During the 4th quarter of 2010, The Results Companies re-capitalized to facilitate the retirement of Results' majority inactive owner. This has given The Results Companies' senior management the opportunity to invest in growth strategies and strengthen the company's financial position. Robert Rapp, CEO, and Alec Brecker, President and COO, will continue to lead The Results Companies with their established and experienced team. The re-capitalization did not affect operations or management infrastructure with regards to our day-to-day operating platform and has allowed us to continue delivering client-centric solutions in the BPO service space.

8. Provide a statement of whether you or any of your employees, agents, independent contractors, or subcontractors have ever been convicted of, pled guilty to, or pled nolo contendere to any felony and/or any Medicaid or health care related offense or have ever been debarred or suspended by any federal or state governmental body. Include an explanation providing relevant details and the corrective action plan implemented to prevent such future offenses. Include your organization's parent organization, affiliates, and subsidiaries.

Neither The Results Companies or any of our employees, agents, independent contractors, or subcontractors have ever been convicted of, pled guilty to, or pled nolo contendere to any felony and/or any Medicaid or health care related offense or have ever been debarred or suspended by any federal or state governmental body.



9. Provide a statement of whether there is any pending or recent (within the past five years) litigation against your organization. This shall include but not be limited to litigation involving failure to provide timely, adequate or quality physical or behavioral health services. You do not need to report workers' compensation cases. If there is pending or recent litigation against you, describe the damages being sought or awarded and the extent to which adverse judgment is/would be covered by insurance or reserves set aside for this purpose. Include a name and contact number of legal counsel to discuss pending litigation or recent litigation. Also include any SEC filings discussing any pending or recent litigation. Include your organization's parent organization, affiliates, and subsidiaries.

There is no pending or recent (within the past five years) litigation against our organization, and there are no SEC filings discussing any pending or recent litigation.

10. Provide a statement of whether, in the last ten years, you or a predecessor company has filed (or had filed against it) any bankruptcy or insolvency proceeding, whether voluntary or involuntary, or undergone the appointment of a receiver, trustee, or assignee for the benefit of creditors. If so, provide an explanation providing relevant details including the date in which the company emerged from bankruptcy or expects to emerge. If still in bankruptcy, provide a summary of the court-approved reorganization plan. Include your organization's parent organization, affiliates, and subsidiaries.

In the last ten years, The Results Companies, nor any predecessor company, has not filed (or had filed against it) any bankruptcy or insolvency proceeding, whether voluntary or involuntary, nor undergone the appointment of a receiver, trustee, or assignee for the benefit of creditors.

11. If your organization is a publicly-traded (stock-exchange-listed) corporation, submit the most recent United States Securities and Exchange Commission (SEC) Form 10K Annual Report, and the most-recent 10-Q Quarterly report.

The Results Companies is not a publicly-traded corporation; therefore, no Form 10K Annual Report or 10-Q Quarterly reports have been included.

12. Provide a statement whether there have been any Securities Exchange Commission (SEC) investigations, civil or criminal, involving your organization in the last ten (10) years. If there have been any such investigations, provide an explanation with relevant details and outcome. If the outcome is against the organization, provide the corrective action plan implemented to prevent such future offenses. Also provide a statement of whether there are any current or pending Securities Exchange Commission investigations, civil or criminal, involving the Organization, and, if such investigations are pending or in progress, provide an explanation providing relevant details and provide an opinion of counsel as to whether the pending investigation(s) will impair the Organization's performance in a contract/Agreement under this RFP. Include your organization's parent organization, affiliates, and subsidiaries.

There have been no Securities Exchange Commission (SEC) investigations, civil or criminal, involving our organization in the last ten (10) years.



13. If another corporation or entity either substantially or wholly owns your organization, submit the most recent detailed financial reports for the parent organization. If there are one (1) or more intermediate owners between your organization and the ultimate owner, this additional requirement is applicable only to the ultimate owner.
- a. Include a statement signed by the authorized representative of the parent organization that the parent organization will unconditionally guarantee performance by the proposing organization of each and every obligation, warranty, covenant, term and condition of the Contract.

The Results Companies is privately-owned. Audited financial statements are available if needed.

14. Attach a personnel roster and resumes of key people who shall be assigned to perform duties or services under the Contract, highlighting the key people who shall be assigned to accomplish the work required by this RFP and illustrate the lines of authority.
- a. Submit current resumes of key personnel documenting their educational and career history up to the current time. Include information on how long the personnel have been in these positions and whether the position included Medicaid managed care experience.

The following individuals, listed in the line of authority, will be assigned to accomplish the work required by this RFP. We have included the length of time in these positions and applicable Medicaid managed care experience. Current resumes for these individuals have also been included as an attachment to this response.

Shannan Bjortvedt, SVP, Client Services

Roles and Duties: Works with WellCare Senior Management on contracts and pricing.

Length in Position: 4.5 years

Medicaid Managed Care Experience: 4.5 years

Dave Graham, Director, Client Services

Roles and Duties: Works with WellCare on financials (accruals), delegation audits, new line of business ramps, forecasting/staffing, etc.

Length in Position: 2 years, 8 months

Medicaid Managed Care Experience: 2 years, 8 months

Chrissy Rose, Account Manager

Roles and Duties: Works closely with Vendor Managers as single point of contact for WellCare on day-to-day operations.

Length in Position: 4.5 years

Medicaid Managed Care Experience: 4.5 years



Patricia Hall, Account Manager

Roles and Duties: Works closely with Vendor Managers as single point of contact for WellCare on day-to-day operations.

Length in Position: 2 years

Medicaid Managed Care Experience: 2 years

Christian Chapman, Account Manager

Roles and Duties: Works closely with Vendor Managers as single point of contact for WellCare on day-to-day operations.

Length in Position: 9 months

Medicaid Managed Care Experience: 9 months

- b. If any of your personnel named is a current or former Louisiana state employee, indicate the Agency where employed, position, title, termination date, and last four digits of the Social Security Number.

No personnel named are current or former Louisiana state employees.

- c. For key positions/employees which are not full time provide justification as to why the position is not full time. Include a description of their other duties and the amount of time allocated to each.

The employees listed above are full time and 100% dedicated to the WellCare account, with the exception of Shannan Bjortvedt, SVP of Client Services. Ms. Bjortvedt provides executive oversight to the WellCare account and allocates her time to ensure client satisfaction of all services provided by The Results Companies.

15. Identify (IN THE ATTACHED EXCEL DOCUMENT), all of your organization's publicly-funded managed care contracts for Medicaid/CHIP and/or other low-income individuals within the last five (5) years. In addition, identify, in Excel format your organization's ten largest (as measured by number of enrollees) managed care contracts for populations other than Medicaid/CHIP and/or other low-income individuals within the last five (5) years. For each prior experience identified, provide the trade name, a brief description of the scope of work, the duration of the contract, the contact name and phone number, the number of members and the population types (e.g., TANF, ABD, duals, CHIP), the annual contract payments, whether payment was capitated or other, and the role of subcontractors, if any. If your organization has not had any publicly-funded managed care contracts for Medicaid/SCHIP individuals within the last five (5) years, identify the Organization's ten largest (as measured by number of enrollees) managed care contracts for populations other than Medicaid/CHIP individuals within the last five (5) years and provide the information requested in the previous sentence. Include your organization's parent organization, affiliates, and subsidiaries.

The attached excel document has been complete to WellCare's specifications.



16. Identify whether your organization has had any contract terminated or not renewed within the past five (5) years. If so, describe the reason(s) for the termination/non-renewal, the parties involved, and provide the address and telephone number of the client. Include your organization's parent organization, affiliates, and subsidiaries.

Approximately four (4) years ago, Results provided technical support to Motorola for their iDen products. Due to cost constraints, Motorola made the decision to transition the business off shore, where The Results Companies did not have a presence at the time which resulted in termination of the contract. The individuals that The Results Companies worked with on this project are no longer with Motorola.

- a. If the contract was terminated/non-renewed, based on your organization's performance, describe any corrective action taken to prevent any future occurrence of the problem leading to the termination/non-renewal. Include your organization's parent organization, affiliates, and subsidiaries.

The Results Companies' contract with Motorola was not terminated due to our performance, but rather cost constraints experienced by Motorola with a domestic solution.

17. As applicable, provide (in table format) the Organization's current ratings as well as ratings for each of the past three years from each of the following:

- a. AM Best Company (financial strengths ratings);
- b. TheStreet.com, Inc. (safety ratings); and
- c. Standard & Poor's (long-term insurer financial strength).

Not applicable, as The Results Companies is privately-held.

18. For any of your organization's contracts to provide physical health services within the past five years, has the other contracting party notified the Proposer that it has found your organization to be in breach of the contract? If yes:

The Results Companies is not in breach of any contracts, nor has been in the past five years, for providing physical health services.

- a. Provide a description of the events concerning the breach, specifically addressing the issue of whether or not the breach was due to factors beyond the Proposer's control.
- b. Was a corrective action plan (CAP) imposed? If so, describe the steps and timeframes in the CAP and whether the CAP was completed.
- c. Was a sanction imposed? If so, describe the sanction, including the amount of any monetary sanction (e.g., penalty or liquidated damage).



- d. Was the breach the subject of an administrative proceeding or litigation? If so, what was the result of the proceeding/litigation? Include your organization's parent organization, affiliates, and subsidiaries.

19. Indicate whether your organization has ever sought, or is currently seeking, National Committee for Quality Assurance (NCQA) or American Accreditation HealthCare Commission (URAC) accreditation status. If it has or is, indicate current NCQA or URAC accreditation status and accreditation term effective dates if applicable.

The Results Companies has not sought and is not currently seeking, National Committee for Quality Assurance ("NCQA") or American Accreditation HealthCare Commission ("URAC") accreditation or certification status.

20. Have you ever had your accreditation status (e.g., NCQA, URAC,) in any state for any product line adjusted down, suspended, or revoked? If so, identify the state and product line and provide an explanation. Include your organization's parent organization, affiliates, and subsidiaries.

Not applicable.

21. If you are NCQA accredited in any state for any product line, include a copy of the applicable NCQA health plan report cards for your organization. Include your organization's parent organization, affiliates, and subsidiaries.

Not applicable.

22. Provide (as an attachment) a copy of the most recent external quality review report (pursuant to Section 1932(c)(2) of the Social Security Act) for the Medicaid contract identified in response to item #15 above that had the largest number of enrollees as of January 1, 2011. Provide the entire report. In addition, provide a copy of any corrective action plan(s) requested of your organization (including your organization's parent organization, affiliates, and subsidiaries) in response to the report.

This does not apply to The Results Companies.

23. Identify and describe any regulatory action, or sanction, including both monetary and non-monetary sanctions imposed by any federal or state regulatory entity against your organization within the last five (5) years. In addition, identify and describe any letter of deficiency issued by as well as any corrective actions requested or required by any federal or state regulatory entity within the last five (5) years that relate to Medicaid or CHIP contracts. Include your organization's parent organization, affiliates, and subsidiaries.

No regulatory action or sanctions have been imposed by any federal or state regulatory entity against The Results Companies within the last five (5) years. In addition, no letters of deficiency have been



issued and no corrective actions have been requested or required by any federal or state regulatory entity within the last five (5) years that relate to Medicaid or CHIP contracts.

24. Provide a statement of whether your organization is currently the subject or has recently (within the past five (5) years) been the subject of a criminal or civil investigation by a state or federal agency other than investigations described in response to item #12 above. If your organization has recently been the subject of such an investigation, provide an explanation with relevant details and the outcome. If the outcome is against your organization, provide the corrective action plan implemented to prevent such future offenses. Include your organization's parent company, affiliates and subsidiaries.

The Results Companies is not currently the subject or has not recently been the subject of a criminal or civil investigation by a state or federal agency.



June 17, 2011

Wade Davenport
Director, Strategic Sourcing
WellCare Health Plans, Inc.
8735 Henderson Road
Renaissance Two
Tampa, FL 33634

Dear Mr. Davenport:

We understand that the Louisiana Department of Health and Hospitals ("DHH") is soliciting competitive proposals for managed care services through Medicaid Coordinated Care Network Request for Proposals (RFP # 305PUR-DHHRFP-CCN-P-MVA) (the "RFP"), and that WellCare Health Plans, Inc., through certain affiliates ("WellCare"), intends to respond to the RFP.

We also understand that, pursuant to the RFP Proposal Submission and Evaluation Requirements, Part II, Item B.7, WellCare is required to submit from the parent organization of each major subcontractor a statement that the parent organization will guarantee performance by the subcontractor.

Please accept this correspondence as the required statement that The Results Companies, LLC, which is a proposed subcontractor (with no parent organization) for WellCare's Medicaid managed care business in the State of Louisiana, will unconditionally guarantee the performance by our company of each and every obligation, warranty, covenant, term and condition of the contract.

Sincerely,

Robert Rapp
Chief Executive Officer
The Results Companies, LLC

Below please list all of your organization's publicly funded managed care contracts for Medicaid/CHIP and/or other low income individuals within the last five (5) years.

Type of Publicly Funded Managed Care Contract (ex; Medicare, Medicaid, CHIP, SCHIP, and/or other low income individuals)	Trade Name	Description of Scope of Work	Duration of Contract	Contact Name	Contact Phone Number	Number of Members	Population Types (ex: TANF, ABD, Duals, CHIP)	Annual Contract Payments	Type of Payment (ex: Capitated or Other)	Role of any additional subcontractor (if any)
Medicaid and Medicare	WellCare	Handle member experiences via live inbound/outbound calls, faxes and emails.	5 years	Scott Black	813 290-6200	2.2 mil	TANF, SSI, Duals	18 mil	Capitated	NA

Below please list all of your organization's 10 largest (as measured by number of enrollees) managed care contracts for populations other than Medicaid/CHIP and/or other low income individuals within the last five (5) years.

Type of Managed Care Contract	Trade Name	Description of Scope of Work	Duration of Contract	Contact Name	Contact Phone Number	Number of Members	Population Types (ex: TANF, ABD, Duals, CHIP)	Annual Contract Payments	Type of Payment (ex: Capitated or Other)	Role of any additional subcontractor (if any)
Non-managed Care Contract	Sprint	Customer Care	4 years	*	*	N/A	Unknown	*	Other	N/A
Non-managed Care Contract	SIRIUS XM	Sales/Customer Care	7 years	*	*	N/A	Unknown	*	Other	N/A
Non-managed Care Contract	GE Money	Sales	8 years	*	*	N/A	Unknown	*	Other	N/A
Non-managed Care Contract	MoneyGram	Customer Care	3.5 years	*	*	N/A	Unknown	*	Other	N/A
Non-managed Care Contract	Amway	Customer Care	3 years	*	*	N/A	Unknown	*	Other	N/A
Non-managed Care Contract	Direct Energy	Sales/Customer Care	2 years	*	*	N/A	Unknown	*	Other	N/A
Non-managed Care Contract	AEGON DMS	Retention	8 years	*	*	N/A	Unknown	*	Other	N/A
Non-managed Care Contract	LG Electronics	Customer Care	4 years	*	*	N/A	Unknown	*	Other	N/A
Non-managed Care Contract	Discover	Sales	1 year	*	*	N/A	Unknown	*	Other	N/A
Non-managed Care Contract	USRobotics	Technical Support	3.5 years	*	*	N/A	Unknown	*	Other	N/A

* Due to client confidentiality contractual agreements, this information may not be released without written approval from our clients.

SHANNAN BJORTVEDT

1467 Selbydon Way ▪ Winter Garden, FL 34787 ▪ Phone: 407-963-7647 ▪ Shannan@Resultstel.com

Summary of Qualifications

Executive with a solid understanding of call center operations, project management and best-in-class sales and service practices. Change agent for assisting organizations to embrace the paradigm shifts needed to exceed customer expectations and retain empowered and motivated employees. Skilled in leading both existing and start-up operations and projects. Proven track record in implementing sales and service initiatives and delivering results.

Professional Experience

THE RESULTS COMPANIES

2006 to Present

Vice-President of Client Service and Operations

- Responsible for leading the account management team for seven clients, seven contact centers and a \$25+MM P&L.
- Accountable for ongoing operations of seven geographically diverse contact centers of over 1000 agents. P&L accountability for all seven sites as well as strategic direction for all operational policies and initiatives.
- Held responsible for meeting client's key performance indicators including sales, customer satisfaction, and productivity measurements. Responsible for executive client updates and escalations.
- Lead major program implementations for multiple client projects as well as two new start-up sites.
- Responsible for organically growing business through finding value-add solutions for our clients.

ACCENT MARKETING

2005 to 2006

Vice-President of Operations

- Accountable for ongoing operations of five geographically diverse contact centers of over 1600 agents. Held responsible for meeting client's key performance indicators including sales, customer satisfaction, and productivity measurements.
- Responsible for executive client updates and escalations. P&L accountability for all five sites as well as strategic direction for all operational policies and initiatives.
- Responsible for overseeing \$35+M in client revenue.
- Charged with leading a team of five direct reports (Site Directors) and over 1600 indirect reports. Responsible for the professional development, coaching and direction of the organization.
- Key lead team member of the build-out of two 400 seat calls centers in 2006. Responsible for ensuring that all operational components were production ready as well as leading the oversight of the operation's implementation team.

WALT DISNEY WORLD

2004 to 2005

Disney Reservation Center Director of Infrastructure

- Accountable for ongoing infrastructure operations of five sales centers of over 1800 cast members. Responsible for the Workforce Management, Reporting and Telecom strategy and operations.
- Held responsible for meeting key performance indicators including sales, customer satisfaction, unit cost and productivity measurements.
- Charged with leading a team of five direct reports and over 100 indirect reports. Responsible for the professional development, coaching and direction of the organization.

SPRINT/IBM

1995 to 2004

Sprint/IBM Customer Service Vendor Group Manager (April 1999-July 2004)

- Responsible for the implementation and operations of four Sprint Inbound Customer Sales and Service Centers. In charge of operational and technical aspects during the launch of the four new centers.
- Accountable for ongoing operations of four sales and service centers of over 1500 partner associates along with managing a \$36+ million dollar budget and contract. Responsible for managing 80 percent of Sprint's Core Long Distance Residential Customer Service traffic, over 4 million inbound customer service inquiries a year. Responsible for managing 100 percent of Sprint's On-Line Correspondence for the Long Distance Division as well as portion of the Wireless Customer Service traffic. Held responsible for meeting key performance indicators including sales, customer satisfaction, unit cost and productivity measurements.
- Charged with leading and matrix managing a diverse management team of sales, technical, operational, training, and quality specialists to ensure consistent and high quality sales and service for our external customers.

OneSprintLabs Customer Care Manager (January-April 1999)

- Established processes and procedures in order to coach, council, train and develop 50 exempt and nonexempt employees to service four major products (Long Distance, Wireless, Paging, and Internet).
- Responsible for designing center methods and procedures. Established performance standards and metrics for the department and staff so that customer expectations were exceeded.

Senior Project Manager, Sprint Service Technology Team (May 1997-December 1998)

- Responsible for writing requirements, testing and implementing call center technology projects such as a companywide Intranet Reference Database, the Sprint Customer Service Desktop Application, and a client/server based infrastructure project.
- Charged with managing the reference system and the marketing database support teams. Responsible for employee development and performance.

Management Associate in the Sprint Leadership Discovery Program (June 1995-May 1997)

- Participated in a series of rotations that covered the Operator Services, Customer Service, Receivables and Sales departments in the Sprint consumer group.
- Held a staff position on the Sprint Service Technology team. Responsible for system enhancements and maintenance issues along with technology culture issues in the centers.
- Supervised the pilot test team in the Dallas Customer Service Center. Responsible for testing and identifying potential system impacts in addition to coaching and developing ten customer service associates.

Education

UNIVERSITY OF KANSAS

Bachelor of Science in Business Administration

Internships

Walt Disney World College Program, Walt Disney World Finance, Senator Robert Dole

DAVE GRAHAM

N.W. 96th Drive • Coral Springs, Florida 33076
djgrah@bellsouth.net • (954) 755-6716 (h) • (786) 316-9536 (c)

ACCOUNT MANAGEMENT

Client Relations • Strategic Planning • Project Management

Highly accomplished and results-oriented Account Director with more than 15 years of experience managing multimillion-dollar clients, including four years of experience building and enhancing virtual call centers. Talent for building profit-producing customer relations based on needs analysis, goal definition, and strategic plan of action. Serve as primary point of contact for key clients, including many high profile organizations and Fortune 500 companies. Proven skill in analyzing performance metrics, ROI, and emerging trends, designing and deploying effective strategies to consistently achieve internal / external objectives.

CORE COMPETENCIES

- Results-driven Leadership
 - Account Development
 - Portfolio Management
 - Consensus Building
 - Client Needs-Assessment
 - Solution-based Programs
 - Virtual Contact Center
 - Teleservices Programs
 - Team Coach & Leader
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PROFESSIONAL EXPERIENCE

The Results Companies – Dania Beach, FL

2008-Present

Director of Client Services

Direct efforts of four dedicated Account Executives, one Training & Quality Manager and 500 agents for a major healthcare client accountable for \$18M in annual revenue. Responsible for managing client expectations and deliverables, client satisfaction and revenue generation across multiple sites.

Key Achievement:

- Earned 130 FTEs of steady-state incremental business, plus additional peak volume, through effective operations management, thought leadership and positive client relationships.
- Manage the implementation of two new sites with a total seating capacity of 270 workstations in 2010 to accommodate additional business opportunities.

PRC – Margate, FL

2006-2008

Client Service Manager

Direct 220-member support team across multiple sites, proactively identifying areas for improved client services. Review and analyze program goals, KPIs, and incentives for areas of potential enhancement, recommending strategies to achieve optimum results and cement positive client relations.

Key Achievement:

- Achieved significant advances in high-impact areas—increased sales conversion 8%, reduced cost per unit 40%, reduced agent attrition 12%, increased revenue 25% and dramatically improved client service delivery.

...continued...

WILLOW CSN – Miramar, FL

2001-2002 & 2003-2006

Account Manager

Managed approximately 10 clients and client portfolio consisting of \$7M+ in annual revenue in a virtual contact center. Managed numerous projects and programs, identifying areas of deficiency and initiating viable strategies to achieve goals and exceed expectations. Forged solid relationships with clients and internal groups, consistently delivering exceptional client satisfaction. Analyzed program results and emerging trends to integrate improved performance solutions.

Key Achievements:

- Successfully managed 600+ remote agents disbursed across multiple states—oversaw staffing / recruiting, professional development, daily supervision, and financial performance.
- Drove client revenue upward 35% through aggressive promotion of new services to existing clients.
- Successfully launched, managed, and analyzed six high-profile client programs through finely tuned project management skills.

MARCOM TECHNOLOGIES – Sunrise, FL

1998-2001

Senior Account Manager

Oversaw the development and implementation of multiple client programs for approximately 12 accounts, including telemarketing, appointment setting, fulfillment, and database marketing. Developed solid client relations with new and existing clientele. Collaborated with senior leadership, organizing and optimizing internal resources to achieve client expectations. Supervised two account managers handling five programs.

Key Achievements:

- Increased daily production 20% by developing highly effective operations management tool.
- Maximized key client accounts that contributed 45% of revenue by analyzing client needs and recommending viable solutions to achieve goals.

FIRSTCALL COMMUNICATIONS – Plantation, FL

1997-1998

Account Manager

Directed telemarketing and IVR programs for approximately 5 clients amounting to \$2M+ in annual revenue. Held direct responsibility for recruiting, training, and scripting, as well as operations and quality assurance for team of 140 employees.

Key Achievement:

- Improved department productivity 40% by developing and implementing new quality assurance reporting procedures.

PRECISION RESPONSE CORPORATION – Miami, FL

1995-1997

Account Manager

Managed development and implementation of customer service, fulfillment, and database programs for Fortune 500 companies. Cross-communicated throughout internal / external channels to deliver solid support to client base. Analyzed various programs and effectiveness relative to client needs.

Key Achievement:

- Honored with Contributor Award and People Value Added Award from AT&T for outstanding program service.

EDUCATION AND CREDENTIALS

Bachelor of Science in Business Administration (BSBA)

Youngstown State University – Youngstown, OH

Christine Rose

6402 Sunset Bay Circle cell 954-270-7749

Apollo Beach, FL 33572

christine.rose@resultstel.com

BACKGROUND SUMMARY

17 years experience in vendor management with emphasis on domestic, near and far shore call centers. Operations experience in the industries of: **Telecommunications** and **Health Care Benefit Management**. Triple C Certified facilitator/trainer.

PROFESSIONAL EXPERIENCE

Results Companies

Dania, Florida

January 2007- Current

Account Executive – 4.5 years on Health Care client account.

- End-to-end project manage implementation on client and corporate driven projects. Review and/or develop project requirements and identify impacts.
- Communicate issues with client and corporate staff and drive for resolution.
- Develop timelines for center implementation and develop contingency plans for project issues.
- Understand business reasons for/and drive IT related requests
- Resolve center specific issues relating to project implementations.
- Ensure staffing is in line with client expectation.
- Document process and procedures that come out of new project and communicate information to team.

Sprint/Nextel

Overland Park, KS.

January 2006 – January 2007

Vendor Manager-

- ECare and back office operations for 7 vendor sites domestic, near shore and far shore.

IBM International

Armonk, New York

January 2005-January 2006

Vendor Manager-

- Inbound Customer Service account manager 7 vendor sites domestic, near shore and far shore.

Sprint/Nextel

Overland Park, KS

September 1998-January 2005

Consumer Services Vendor Manager

- Inbound Customer Service account manager for vendor sites domestic, near shore and far shore.

Sprint Consumer Services Trainer Dallas, TX

- Training for 750 plus customer service agents/management on inbound customer service programs.

Golden Empire Broadcasting,

Chico, California

June 1988- May 1996

Morning Drive Air Personality/News Director

- Responsibilities included running morning show on one station and news reporting on 3 other stations.

EDUCATION

- May 1989 [Chico State University, Chico, California]

Bachelor of Arts (specialty Telecommunications)

PATRICIA R. HALL
4537 Eagle Ranch Drive
Zephyrhills, FL 33542
E-Mail: p2rosebud@msn.com

**ACCOUNT EXECUTIVE, CLIENT SERVICES AND OPERATIONS – CONTACT CENTER
INDUSTRY**

Dynamic, competitive professional with ten years experience in call center management. Imaginative and innovative individual with proven management, sales, vendor relations, and personnel development skills. A history of significant business profit, customer/employee satisfaction, and new business acquisition achieved through a combination of process improvements and effective staff training & motivation.

PROFESSIONAL EXPERIENCE

The Results Companies

June 2009 – Present

Results, with over twenty years of experience provides end to end business solutions for those companies who want vendor partners that make customers a top priority. With contact centers both domestic and internationally and a team with extensive knowledge and experience, Results has a diverse client base.

Account Executive

- With over six years of direct patient care experience coupled with experience in insurance related business processes such as referral, coding and billing in a multi-office/multi-Provider practice, managing the Health Services intake program has been consistently successful in meeting both Customer Satisfaction and Quality (accuracy) goals for intake authorizations.
- Previously had oversight of Behavioral Health program including Crisis line along with Medicare
- Currently manage Medicaid, Health Services, Enrollment and Outbound lines.

ACCENT Marketing Services, LLC.

January 2000 – June 2009

ACCENT is a customer relationship management company that works hand in hand with large national accounts to maximize the value of customer contact. Clients include IBM, Sprint, Sears, and Maytag. ACCENT operates seven domestic contact centers and two international centers.

**Operations and Implementation Manager
2005 – June 2009**

- Lead two new site developments, one full site conversion, one implementation of operations in a new site, one remote offshore program, and one site client conversion upon being hired in 2006
- Lead one new site development in 2007 - successfully negotiated client payment to cover costs of delays related to them in addition to other expenses in excess of \$250K
- Lead full conversion of site in 2008 – successfully negotiated with client payment of higher billable rate lead to invoicing of over \$700k
- Managed the implementation of a 60 seat offshore program - entire implementation was remote
- Directly involved in the hiring of staff (GM to CSR), also assist in job fairs
- Negotiate billable offline time which historically was always non-billable creating additional revenue for the site while offsetting the site cost by thousands of dollars. This set a new precedence for this type of billing in future sites resulting in a more efficient and profitable business model.
- Utilize local school to promote community awareness of employer and cost savings by way of donation for work performed

- Create training modules to cover lapses identified in previous new site development for onboarding new Managers, Help Desk and Quality Assurance agents
- Solicit modules that were created for onboarding staff in 2006/2007 and included as part of company's overall "manager's tool kit" program for leadership development
- Perform continual gap analysis in order to ensure relevancy and efficacy of the Organizational Standard Operational Procedures for Operations
- Develop and implement new evaluation method for supervisory staff aimed at providing statistical & performance feedback
- Oversee Quality Department as onsite Mgr but also as Imp Mgr to identify performance gaps and develop processes for improvement; created Departmental Methods and Procedures guide that became standard for new site development.
- Remotely lead the implementation of a new workforce platform, IEX, for both offshore and stateside sites

Site Operations Manager 2000-2005

- Developed "attrition committee", a consortium of members of all levels of staff, focused on employee morale and job satisfaction.
- Converted traditional paper forms process into online forms. Online forms could be filled out and processed in a quicker fashion therefore cutting down offline activity by agents. Dramatically cut down on costs from paper consumption and allowed management enhanced reporting and trending tools.
- Performed monthly operating budgets with the general manager, and prepared and presented weekly performance reports to clients
- Developed manager and agent level evaluation procedures, with the focus on positive coaching and development. As a direct result, sales performance has rose an overall 20%.
- Exceeded other internal ACCENT centers as well as client-owned centers in performance metrics such as sales, handle time, quality, and call resolution
- Managed contact center with responsibility for supervising a staff of up to 14 Sales Managers, 275 Sales Representatives and administrative personnel.
- Managed 65 seat Small Business Program, winner of the JD Power Award in its first year while managing Quality Development/Assurance group for both consumer and business programs comprise of more than 150 agents. – Lead Implementation of redundant site creating a role for me to manage both sites (one remotely), control over client communication and influence over contract negotiations (2005)
- Recognized and rewarded for contributions made assisting client with the development of Partnership Market Group Training Program while successfully managing PMG program move to sister call center.
- Initiated "ICU" program for new agents which has lead to a greater "30 Day to Success" Program to direct and develop new telephone employees who are focused on providing excellent customer service, building a strong rapport with customers during inbound calls, and up-selling and cross-selling value-added products and services.
- Successfully led the full acquisition of new business for outsourcing contact center of a major telecommunications company within 14 months of initial launch originally allocated 20% of business.

EDUCATION AND RELATED CURRICULUM

University of South Florida, Tampa, Florida
Bachelor of Science Degree in Biology – 1998

ACCENT "Can Do" University Leadership Training
Graduate – 2000

CHRISTIAN D. CHAPMAN Call Center Service Professional

420 W. Colleen Ct. Gardner, KS 66030

kchapm02@hotmail.com

(913) 231-2160

QUALIFICATION SUMMARY:

Extensive experience in call center operations including consulting and outsourcing. Highly organized with the ability to manage multiple projects and meet deadlines. Demonstrated ability to perform well in an ever changing environment. Exemplary communication and problem solving skills. Expert knowledge in Microsoft applications.

CORE LEADERSHIP QUALIFICATIONS:

- Call Center Management
- Sales
- Reporting and Analytics
- Workforce Management
- Production Staffing and Forecasting
- Customer Focus

TRAINING:

Six Sigma Greenbelt, COPC Registered Administrator and Certified in Mastering The Big 5

PROFESSIONAL EXPERIENCE:

THE RESULTS COMPANIES - Remote 2010-Present

Account Executive

Managed Directors and other site management in up to 4 locations including domestic and far shore facilities. Consult with Client regarding the impact of new metrics, as related to other Key Performance Indicators.

SPRINT NEXTEL - Overland Park, Kansas 2005-2009

Vendor Program Manager

Managed onshore vendor location. Duties included strategic direction and management of onsite Executives, Program Managers, and Operation Managers. Directed and planed strategies to exceed Sprint expectations within the vended organizations. Served as liaison to ensure that contractual agreements and business plans were met.

Selected Accomplishments:

- Developed and Implemented new customer chat feature for Sprint.com.
 - Successfully managed annual budget of \$20 million.
 - Decreased call volumes into traditional contact arenas leading to an annual savings of \$17 million.
- Achieved the JD Powers' top rated customer experience on the web for 4th QTR 2008.
- Developed enterprise standards for executive escalations.
 - Reduced executive escalations by 75% in less than 1 year.
 - Received internal Excellence Award for Escalation process and results from Chief Service Officer.
- Served as team lead for Customer Care Back-office Operations staff.

IBM - Tulsa Oklahoma 2004-2005

Vendor Program Manager

Managed international site and served as onsite vendor manager for local outsourcer. Supervised Program Managers for five vendor sites. Duties included Customer Satisfaction campaigns, Sales drives, AHT initiatives, and other strategic direction. Served as liaison to ensure that contractual agreements and business plans were met.

Selected Accomplishments:

- Responsible for all Key Performance Indicators in a 1,500 seat vended site.
- Consistently Met Targets.
- Developed enterprise standard for variance reporting utilized by 20 vendor sites.
- Increased client's Customer Satisfaction in simulated Telephia scorings.
- Expanded client's sales in the vendor site by 6%.
- Successfully managed annual budget of \$72 million dollars.

SPRINT - Overland Park, Kansas 1996-2004

Vendor Management (2003 - 2004)

Onsite vendor manager for local outsourcer. Duties included Customer Satisfaction campaigns, Sales drives, AHT initiatives, and other strategic direction. Served as liaison to ensure that contractual agreements and business plans were met.

Selected Accomplishments:

- Responsible for all Key Performance Indicators in a 1,500 seat vended site which included Service Level Agreements which were consistently met.

Workforce Management (1997 - 2003)

Trained Workforce management teams to use new systems including IEX and Aspect eWFM. Supervised teams in the roll out of Aspect eWorkforce Management and IEX platforms. Systems Administrator and Subject Matter Expert for Quality tools and IEX WFM Platforms.

Selected Accomplishments:

- Launched new Workforce Management platforms for 12 centers, trained 120+ advocates.
- Participated in strategic planning of call center staffing initiatives, saving over \$1 million/year.
- Provided 95% accurate forecasting for one full year.
- Automated Excel reporting for executive level reporting through Visual Basic programming.

Customer Service Specialist - Team Leader (1996-1997)

Highly effective agent responsible for numerous customer service activities.

EDUCATION:

AVILA UNIVERSITY - 2012, Missouri

Degree: Pursuing Degree in Business Administration

TARRANT COUNTY COLLEGE - Fort Worth, Texas

Degree: Associates