

Paul O. Renaut

236 S. 15th Street Allentown, PA 18102

(610) 730-4872

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OBJECTIVE:

An experienced Manager seeking a challenging position that will take full advantage of my business skills and experience

BUSINESS EXPERIENCE:

Areas of Special Competence

Vast skills & experience gained working in corporate settings for 33 years performing various job functions in the following business areas:

- Call Center Management
- Customer Sales & Service
- Helpdesk Support
- Billing
- Project Management
- Quality Assurance
- Entrepreneurship
- Process Management
- Finance
- Human Resources
- Information Technology
- Training Design & Development
- Telephony

LEADERSHIP/ MANAGEMENT SKILLS:

- A strategic thinker, capable of motivating/energizing and empowering others. Experienced working in Teams as well as developing Teams that embrace coaching and development.
- Ability to effectively communicate both written and orally. A self-starter who strives to continually improve the breadth and depth of his knowledge and skills.
- Ability to analyze, recommend and develop processes to support new initiatives. Ability to implement process improvements through constant analysis and review.
- Ability to deliver results based upon key performance indicators.
- Ability to develop metrics to evaluate/measure performance.

FUNCTIONAL EXPERIENCE:

- As Interim Call Center Director, managed the day to day activities of a 200 seat (350 employee) multi-project call center.
- Worked to develop, track and trend agent performance and adherence to quality metrics.
- Developed a comprehensive business plan that resulted in securing \$2 million in zero interest loans from Canada's Economic Development Council.
- Managed the establishment of a National Customer Care Call Center supporting local telecommunication services.
- Developed and implemented end-to-end processes in support of the national call center.

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- Successfully hired and developed a team of Testers that were recognized as experts in their functional areas.
- Performed needs analysis and developed both system and user requirements in support of various projects.
- Managed all personnel issues involving scheduling, payroll and corrective action plans.
- Developed, implemented and maintained change control procedures.

ACCOMPLISHMENTS:

- Won "Rookie of the Year" award my first year in real estate.
- Grew billable revenue from \$50,000 to \$750,000 per month as an Account Manager.
- Developed end-to-end processes to support AT&T's entrance in to Local Telephone Service. These processes were adopted corporate wide.
- Developed responses to RFPs that resulted in securing over \$100,000 in initial new business annually

QUALITY:

Over 25 years of experience using quality processes and project management methodologies in support of my varying job duties and responsibilities.

Work History

Berkshire Hathaway Homes Services Real Estate Agent Allentown, PA	2013 - Present
ServiCom, LLC Account Manager/Business Analyst/Interim Director Warren, NJ (<i>Remote report from Pennsylvania</i>)	2005 - 2012
AT&T Broadband/Comcast Director of Telephony Basking Ridge, NJ	2000 - 2003
Howard Systems International Specialized Technical Consultant Bedminster, NJ	1998 - 2000
EDS Information Analyst/Team Leader Camp Hill, PA	1997 - 1998
AT&T Project Manager	1995 - 1997

Paul O. Renaut

Basking Ridge, NJ

Technical Member/Manager

Kansas City, MO and Morristown, NJ

1990 - 1996

Systems Consultant

St. Louis, MO

1988 - 1990

Assistant Manager

Basking Ridge, NJ

1985 - 1988

Lead Course Administrator

Kansas City, MO

1979 - 1985