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Top Skills

Management
Coaching
Employee Training

Neville Barrett Jr.

Operations Workflow Analyst | Saving companies time and money through automation and effective workflow management
Greater Philadelphia Area

Summary

Hello! I'm a technology enthusiast with 20+ years of technical support, training, project management, and sales experience. Additionally, I have a solid knowledge of information, web, and mobile technology, client relations, and workforce management. This experience has helped me develop strong leadership and analytical skills for business operation and workflow improvement.

I help people develop creative solutions to improve procedures, policies and cost reduction.

Experience

Starr Companies

Operations Workflow Analyst
October 2018 - Present
Greater Philadelphia Area

Evaluates operations workflows and processes for potential efficiency improvement and optimization of critical systems

Identifies potential Robotic Process Automation (RPA) and linear automation workflow processes

Resolves requests from business units prioritized and based on business impact

Primary point-of-contact and liaison for the Zendesk platform technical issues

Vitalyst

1 year 7 months

Data Solutions Analyst

May 2018 - September 2018 (5 months)
Bala Cynwyd

Developed solutions that source, structure, curate, and visualize data to enable client business operations, insights, and advanced analytics.

Evaluated, troubleshoot, and tracked requests to liaise with appropriate internal Customer Experience, Training Engagement, and Account Management teams while providing timely resolutions.

Designed and built business-developed technical solutions in support of data delivery, data enablement, automation, and self-service.

Examined and interpreted customer usage data; prepared monthly customer-facing reports while working closely with Account Managers, who ensure an overarching premier client service experience, through providing real-time updates and regular touch-points with clients.

Recognized and implemented best practices in data automation: data integrity, test design, analysis, validations, and documentation.

Conducted ongoing assessments of customer reporting, ensuring accuracy and consistency of reported data.

Productivity Consultant

March 2017 - May 2018 (1 year 3 months)

Bala Cynwyd

Provided technical support to Vitalyst customers via inbound telephone calls, email, and live chat with issues related to Microsoft Office Suite of programs.

Performed strategic consultation with customers regarding their short and long-term goals, and provided specific product solutions and knowledge to meet those goals.

Lincoln Heritage Life Insurance Company®

Final Expense Specialist

July 2015 - March 2017 (1 year 9 months)

Greater Philadelphia Area

Provided affordable final expense solutions to seniors and their families. Negotiated appropriate coverage and payment options with clients on fixed incomes.

PointRoll, a TEGNA company

2 years 1 month

Product Support Team Lead

April 2014 - October 2015 (1 year 7 months)

King Of Prussia

Displayed strong knowledge of HTML, JavaScript, CSS, PHP, and the PointRoll Ad Platform to address functionality, implementation, and user experience related issues.

Provided strategic development related to training, quality assurance, soft skills, and issue management for the Product Support Team.

Delivered and encouraged top-quality issue management for worldwide operations teams and external clients through the customer support platforms of JIRA and Zendesk.

Demonstrated and encouraged a high degree of functional knowledge while acting as the feedback loop between clients and internal development teams.

Product Support Engineer

October 2013 - April 2014 (7 months)

King of Prussia

Resolved and analyzed both basic, straight-forward internal/external client issues as well as more in-depth, moderately complex, elevated issues related to internet digital advertising and rich media.

Town Sports International

6 years

Operations Support Manager

September 2011 - October 2013 (2 years 2 months)

Chalfont, PA

Provided strategic development for training, quality assurance, workforce management and support functions for Member Services.

Developed a comprehensive training and workshop curriculum for the successful transition of new hires to productive members of the team.

Redesigned quality assurance; delivering a greater focus on coaching, mentoring and leadership for a marked increase in delivering quality service to our customers.

Established comprehensive workforce management and IT support to Member Services by designing new systems, procedures, and manuals to assist in operating more efficiently and effectively.

Directed organizational studies, work simplifications, measurement studies and evaluations for a strong increase in productivity within the department and company.

Workforce Manager

May 2009 - September 2011 (2 years 5 months)

Chalfont, PA

Conducted organizational studies, work simplifications, measurement studies and evaluations for a strong increase in productivity within the department and company.

Designed new systems, procedures, and manuals to assist the department in operating more efficiently and effectively.

Monitored real-time call activity and supported Management by analyzing report data and following up with Operations Managers on any related issues.

Monitored staff adherence to work schedule; generated and delivered adherence/compliance reports for the Management team.

The first point of contact for IT issues from the contact center. Provided clear direction to the team, tracked their issues and reported on the progress of resolution.

Member Services Team Leader

April 2008 - May 2009 (1 year 2 months)

Chalfont, PA

Managed the daily activities of a team of representatives handling inbound member calls and emails. Also managed the entire call center floor when needed.

Provided coaching, development, leadership and motivation to ensure member satisfaction. Also conducted performance reviews and quality feedback to ensure proper standards.

Worked closely with team members to resolve member issues in a timely and professional manner. Also ensured compliance with the team under established member services policies and procedures.

Resolved issues escalated from members in a quick and efficient turnaround time.

Member Services Representative

November 2007 - April 2008 (6 months)

Chalfont, PA

Resolved calls and emails from members with issues related to their memberships.

Managed account and payment information for members.

Processed cancellation and freeze requests from members.

Retained members from canceling with established retention strategies.

Assurant

4 years 9 months

Reports Analyst

May 2005 - November 2007 (2 years 7 months)

Wayne, PA

Reviewed and analyzed call trends, break schedules, talk time, hold time and various tasks related to the day-to-day process of claims within the call center.

Evaluated findings using knowledge of workflow and operating practices.

Recommended establishment of new or modified reporting methods and procedures to improve report content and completeness of information.

Senior Insurance Claims Representative

January 2005 - May 2005 (5 months)

Wayne, PA

Assisted representatives with escalated calls and resolved issues the customer had with the claim process.

Assisted customers in filing new claims on their cellular devices.

Helped customers resolve pending claims and issues with their replacement cellular equipment.

Processed required insurance documents from customers concerning their insurance claims.

Paperwork Insurance Claims Representative

January 2004 - January 2005 (1 year 1 month)

Wayne, PA

Processed required insurance documents from customers concerning their insurance claims.

Verified insurance coverage for customers filing new insurance claims.

Resolved reimbursement requests for customers returning equipment.

Insurance Claims Representative

March 2003 - January 2004 (11 months)

Wayne, PA

Assisted customers in filing new claims on their cellular devices.

Helped customers resolve pending claims and issues with their replacement cellular equipment.

E-Time System

Helpdesk Technician

January 2002 - March 2003 (1 year 3 months)

Willow Grove, PA

Assisted customers with issues with E-Time; a proprietary software solution for prepaid calling cards (problems consisted of printer issues, account-related issues, software problems, and product detail).

Traveled to customer sites to install E-Time as well as to repair computers and software.

Built and upgraded computers for customers; provided new hardware and software solutions.

Provided new ideas for E-Time to improve efficiency.

CDnow

Customer Service Representative

July 1999 - October 2001 (2 years 4 months)

Fort Washington, PA

Assisted customers with problems concerning store functions and orders.

Instructed customers on how to navigate effectively and move throughout the online store.

Instructed classes on selected programs for representatives' participation within the department.

Represented the Warehouse Team as a Warehouse Liaison and statistical specialist, compiled information, and reports.

Liaison and statistical specialist, compiled information, and reports.

Greene Tweed Company

Helpdesk Technician / Network Administrator

June 1998 - August 1998 (3 months)

Houston, TX

Maintained all computers on site and resolved problems with employee computer systems.

Maintained and upgraded network systems throughout the company.

This was a temporary summer position.

Education

Katharine Gibbs School and Gibbs College

Diploma, Web Development and Design · (2002 - 2003)

Treehouse

Front-end Web Development · (2013 - 2014)

Montgomery County Community College

· (1998 - 1999)