

# Neville Barrett Jr

✉ neville.barrett@gmail.com

☎ (267) 250-3783

📍 1008 N. 7<sup>th</sup> St, Perkasie, PA 18944

## Summary

A technology enthusiast with over 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 process improvement.

## Experience

### Operations Workflow Analyst

Starr Companies | October 2018 – Present | Philadelphia, PA

- Sr. Zendesk Administrator responsible for platform technical issues, support, workflow development, and third-party integrations, including Robotic Process Automation (RPA).
- Identifies and evaluates potential Robotic Process Automation (RPA) and linear automation workflow processes.
- Evaluates operations workflows and processes for potential efficiency improvement and optimization of critical systems.
- Resolves requests from business units prioritized and based on business impact.

### Data Solutions Analyst

Vitalyst | May 2018 – October 2018 | Bala Cynwyd, PA

- 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 touchpoints 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**

Vitalyst | March 2017 – May 2018 | Bala Cynwyd, PA

- Provided technical support to Vitalyst customers via inbound telephone calls, email, and live chat with issues related to the Microsoft Office Suite of programs.
- Performed strategic consultation with customers regarding their short and long-term goals and provides specific product solutions and knowledge to meet those goals.

### **Final Expense Specialist**

Lincoln Heritage Life Insurance Company | July 2015 – March 2017 | Ft. Washington, PA

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

### **Product Support Team Lead**

PointRoll | April 2014 – October 2015 | King of Prussia, PA

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

### **Product Support Engineer**

PointRoll | October 2013 – April 2014 | King of Prussia, PA

- 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.

## **Call Center Operations Support Manager**

Town Sports International | September 2011 – October 2013 | 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.

## **Call Center Workforce Manager**

Town Sports International | May 2009 – September 2011 | 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.

Please review the rest of my experience here: <http://www.linkedin.com/in/nevillebarrettjr>

# Education

## **Katharine Gibbs School**

January 2002 – January 2003 | Norristown, PA

- Graduated - January 2003 with Honors
- Attended college for knowledge in Web Development and Design
- Maintained a 3.9 GPA along with achieving Dean's List for all four semesters