

Andrew W Herman

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Summary

Proven talent evaluator | Energetic leader who delivers peak performance & results | Expert communicator & trainer, capable of improving individual & team performance | Detail-oriented project manager who improves processes & creates best practices | Innovative problem-solver with a history of unique solutions | Collaborative partner who enjoys building strong relationships with key stakeholders | Creative social media expert | Customer Care specialist who excels at exceeding customer expectations | Passionate employee who cares about & promotes the Nsight vision |

Experience

Nsight - Corporate

October 2017 - Present

Corporate Recruiter

Promoted to Corporate recruiter in October of 2017. I am the key hiring leader for our Customer Care, Tower Tech, Service Center, and Technical Support positions. Was able to hit the ground running and hire multiple Tech Support representatives within my first month on the job.

Nsight - Nsight Telservices

March 2015 - October 2017

Enterprise Customer Care Manager

Promoted to Enterprise Customer Care and Provisioning Manager for Nsight Telservices. Oversee all aspects of our business customer care, leading four dynamic customer service specialists. Also directed and partnered with our lead security expert who oversaw all aspects of security company-wide.

Key Accomplishments:

- Over doubled our responsibilities and reach within the company within the first six months by taking on our small business customer service division. We accomplished this without adding any additional headcount and by creating repeatable processes and procedures.
- In early 2016, took on even more responsibility by taking on our business telephone system and business security team and transferring two additional staff to my team.
- Remade our team from the ground up, replacing our three most senior staff members (all to promotion or retirement) and brought a new energetic and open-minded approach to our Nsight Telservices Customer Care team.
- Implemented a Co-Op program and hired our first ever Co-Op student for Nsight Telservices.
- Received "Outstanding" rating on both yearly reviews as Enterprise Customer Care Manager

Nsight - Cellcom

April 2009 - March 2015

Customer Care Team Leader—Chat & Social Media (2011 - 2015)

Lead the social & digital media team at Cellcom, working cross functionally with Marketing, Human Resources and Public Affairs to execute on product content and strategy. Involves team building and development, knowledge of multiple digital and social media channels, project planning as well as team management. Role includes leading a team of 12 dedicated experts specializing in writing and responding to customers via Facebook, Twitter, e-mail and chat.

Key Accomplishments:

- Collaborated closely with Human Resources to create a new hiring model for the department in anticipation of staffing needs. This included overseeing the creation of new jobs within the department, writing job descriptions and conducting phone screens and in-person interviews with potential new hires. Helped hire over fifty new representatives to our department.
- Developed a comprehensive rollout and development plan for the launch of the @myCellcom Twitter account. Trained a group of advanced specialists to interact with customers via social media.
- Created and co-chartered Cellcom's QuikPay website for customers to quickly and easily process payments. Today over 8,000 customers use this new and innovative tool each month.
- Revitalized a social/digital media team that exceeded goals for thirty-six consecutive months.
- Effectively collaborated with key departments to ensure comprehension of all important social media activities to aid in their strategic planning.
- Tracked, analyzed and trended social media data by response time, customer sentiment, accuracy of responses and content.
- Received the highest rating 'Exceptional' yearly review rating for five consecutive years.

Customer Care Team Leader (2011)

Key Accomplishments:

- Coached and developed my staff and helped promote eighteen of my team members to new positions within the company.
- Developed a comprehensive decision tree database that aggregated all procedures, documents and troubleshooting guides into a unified, intuitive system that has drastically improved quality and reduced turnaround time by over 50% in our customer interactions.
- Increased efficiency and productivity by streamlining monthly tracking and auditing process.

Social Media & Customer Care Specialist (2009 - 2010)

Key Accomplishments:

- Recognized as the first-ever member of the department to be a Cellcom certified and equipment certified specialist, member of the social media team, and member of Cellcom's leadership program.

Education

University of Wisconsin - Oshkosh

2002 - 2007

Bachelors of Science Degree

Skills

General: 100+ WPM, Microsoft Office Suite (advanced use of MS Excel), MS Windows, Apple OSX, Google Docs

Certifications: Targeted Selection Interview Trainer and Program Manager, Diversity & Inclusion, Operative Management, Project Management, True Colors, Stellar Service and Multiple DDI Certifications including Business Writing I & II, Strong Start, Coaching for Improvement, Coaching for Success, Essentials of Leadership, Monitoring Performance Progress, Resolving Conflict and Delegating with Purpose.