

Annie Stone

CUSTOMER SOLUTIONS MANAGER

📍 City, Country

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Professional Profile

Annie Stone is an accomplished Customer Solutions Manager with valuable acumen and over 10 years of demonstrated commitment to delivering exceptional cross-departmental strategies in Digital Transformation, Commerce, Risk Strategy, Customer Service and IT. Designs reliable systems for Business Partnerships, Mentorship, Trainee Development and Formative Assessment. Jane works devotedly to strengthen the success, vision and integrity of working environments through close analysis and implementation of Key Performance Indicators across core market and stakeholder relations. She promotes cultures dedicated to the sustainability and empowerment of colleagues and clientele.

Areas of Expertise

INTERPERSONAL

Mergers & Acquisitions Business Growth Forecasting & Budgeting Governance and Compliance
Extensive Contact Network Team Building & Leadership Change Management Logistics and Distribution
Satisfaction Process Improvement Project Management Data Analysis Strategy Implementation Change Management

IT

Microsoft Office 365 PowerPoint Teams SharePoint Smartsheet Confluence Success Factors FileZilla SOAP UI

SOFTWARE SYSTEMS

Unix API Rest & Soap SAP ServiceNow Salesforce Ariba Windows XP MO XP MS Project MS Visio

Executive Career Highlights

📁 Customer Solutions Manager – Technology • *Company Name* • *City, Country* 2000 – Present

Manages the smooth operations of the City-based Customer Team of 100 people, working devotedly to ensure that the Group delivers excellent, market-leading performances and highest-level customer satisfaction across a 5000+ customer contract base.

- Defines and implements the Customer Solutions Strategy with close attention to customer-integration and value-added technology, interfacing with key internal functions to manage IT projects and uphold the company's vision for unparalleled customer engagement.
- Collaborates with internal stakeholders in Sales, Operations, Product Design and Solution Architecture to designate scalable business objectives, identify resources, scope work, report progress and develop itinerary schedules.
- Delivers and maintains quality, confidential customer services with IT integrated solutions for domestic and international key account customers.
- Analyses Key Performance Indicators and data metrics to improve initiatives and execute project management processes that comply with Group policies and methods related to critical issue resolution, change management and project documentation and review.
- Manages the department budget with close adherence to the Business Cost Containment Strategy.
- Leads objective setting, mentorship, development and review as Line Manager for the Customer Solutions Team.
- Demonstrates technology's ability to assist customer solutions in project delivery with detailed resource plans, operating as a recognised SME while evidencing insight for IT and Business Management.

📁 Service Transition Manager – Commercial • *Company Name* • *City, Country* 2000 – 2000

Led the Transition & Contracts' Team of 80 employees with integration of core, high-profile clientele and customer transition lifecycles with identification and implementation of updated, working practices to uphold the vision of the business and its customers.

- Utilised Lean A3 Methodology and Value Stream Mapping processes to identify cost-saving efficiencies, collect data, design new workflow systems and improve end-to-end customer interactions.

- Spearheaded strategic, working relationships with core stakeholders through proactive listening, communication, partnership and reliable service delivery.
- Worked with IT to create test procedures, manage the UAT process and implement final delivery plans.
- Led Project Teams designed to define, measure and analyse Key Performance Indicators, recognising improvement opportunities and guiding projects to completion.
- Managed the Business Case Development Process with close attention to budgetary constraints and newly proposed initiatives.

🏢 Service Delivery Manager – Operations • *Company Name* • *City, Country* 2000 – 2000

Governed customer-centric support services as the Service Delivery Manager over an operational region of 10 logistics branches with 300+ employees: Line-managed 10 Data Analysts.

- Resolved operational issues to ensure the reliability of service delivery, monitored service metrics and greatedened the performance of operational teams through mentorship, coaching and LEAN, target improvement initiatives.
- Co-ordinated and executed monthly, quarterly and annual service management review meetings to verify compliance with service delivery policies and best mitigation praxis.
- Remained accountable for end-to-end contract deliverables across the region with delivery of sustainable business governance over finances, resources and risk.
- Organised mentorship and coaching sessions with Senior Managers to boost the morale and personal performance of department employees.
- Built positive relationships with customers and 3rd party suppliers from various industries, including hospitality, retail, automotive and health.
- Performed RCA Methodology to minimise future customer disruption of services, communicate solutions and answer queries as the primary contact for customer escalations within the operational region.
- Monitored the weekly management summary reporting of delivery to ensure compliance with Service Level Agreements.

🏢 IT Systems Implementation Manager – Technology • *Company Name* • *City, Country* 2000 – 2000

Orchestrated the smooth operations of 10 IT System Trainers and established on-site training for employees in several IT systems related to logistical scanning, cash reconciliation and item transportation. These technologies included Peoplesoft, Lotus and Unix.

- Worked in collaboration with Operations’ Teams to devise the project plan brief, making certain that change transitions for manual systems were up to full automation for circa 1000 employees.

Further Career Chronology

🏢 Operational Management • *Company Name* • *City, Country* 2000 – 2000

Education

🎓 MBA Leadership & Management • *Institution Name* • *City, Country* 2000 – 2000

🎓 BA (Hons) in French and Management Diploma • *Institution Name* • *City, Country* 2000 – 2000

🎓 Secondary Diploma (5 A-Levels; 6 O-Levels) • *Institution Name* • *City, Country* 2000 – 2000

Professional Development

Agile Project Management Prince2 Foundation Lean Business Management – A3 Lean Management & Value Stream Mapping

ITIL Foundation Budgeting for Non-Financial Managers CIPD Advanced HRD Diploma – Stage 2

ILM Level 7 in Executive Coaching and Leadership Mentoring ILM Level 3 in Workplace Coaching

Employment Law Practitioner Mental Health and Wellbeing Training

Extracurricular & Community Involvement

Captain of the Local Netball Team • Trustee for a Local Charity • Voluntary Work for the NHS