**TRACY J. MCCOLLOUGH**

720-490-0405

tracy.mccollough@gmail.com

Results-oriented, dedicated management professional with a proven track record of achieving business goals/objectives, meeting customer service needs, and helping drive and maintain revenue. Demonstrated budgeting and forecasting skills applied to various projects to ensure on-time and on-budget completion. Successfully contributes to projects at different stages with exemplary troubleshooting and problem-resolution abilities. Recognized for streamlining processes to improve productivity. Excellent communicator, highly adaptable, and able to quickly understand and grasp new concepts, information and technology.

**EDUCATION**

**Master of Arts**, Organizational Management, University of Phoenix (Colorado Campus) **2000**

**Bachelor of Science**, Business Management, University of Phoenix (Colorado Campus) **1997**

**CORE COMPETENCIES**

Strategic Planning & Analysis, Customer Service, Vendor Relationships,

Team Leadership, Problem Resolution, Cost Reduction, Resource Management,

Project Management, Budgeting & Forecasting, Service Delivery, Communications

Training & Development, Pricing Technology, Revenue Retention/Generation

**EXPERIENCE**

**Cypress-Fairbanks Independent School District Community Programs, Cypress, TX November 2015 – Present**

**Mind Bender**

Homework assistance for students attending the Club Rewind after school program.

**Cypress - Fairbanks Independent School District, Cypress, TX August 2015 - Present**

**L.I.F.E.Skills Paraeducator**

Work with individual students or small groups to develop motor skills and conduct instructional exercises assigned by teacher. Assist students with disabilities according to their needs. Help teacher prepare and adapt instructional materials and classroom displays. Assume responsibility for learning and adapting to each students special medical, physical, communicative and emotional needs.

**SHELL OIL, Houston, TX September 2013 – June 2014**

**Component Service Manager – Voice & Collaboration (Contract via Insight Global)**

Managed the contracts and relationships with the Managed Network Services (MNS) suppliers to align across the company, including infrastructure matters. Focused on technical and contractual aspects of the relationship. Defined and monitored component services delivery with supplier’s that is in line with Service Level Agreements (SLAs). Owned the component service delivery, actively monitoring supplier performance alignment to agreed SLAs. Oversaw the service and billing issues with vendor (AT&T) regarding Telepresence, Video Conferencing, Mobility, Digital Signage, Unified Video Conferencing, and WebCasting from inception through resolution.

**BANK OF AMERICA, Virtual Office TX November 2010 – June 2013**

**Business Analyst/Resource Manager – Enterprise Call Recording Technology/Global Technology & Operations**

Responsible for daily/weekly/monthly forecasting for the enterprise call recording team on 40+ projects and for technical subject matter experts. Allocated resources and managed labor “burn-rate” (actual vs. forecast.) Analyzed project charters and business requirements documents as dispatched for NICE portfolio impacts. Administered enterprise requests for change process and represented NICE solution suite in CAB review calls, presenting requests to the board. Facilitated NICE Recording, RTI, IEX Licenses across the enterprise and served as the single point of contact for license management with the NICE vendor. Developed and delivered business analysis to executive management, resulting in more efficient daily business routines and management decisions.

**US CENSUS BUREAU, Denver, CO April 2010 -August 2010**

**Workforce Management Site Analyst (Contract via G & A PARTNERS & CONVERGYS)**

Monitored daily intra-day traffic, ensuring staffing levels attained throughout each interval. Maintained exception schedules and worked with project leadership to deliver and refine daily/weekly schedules with necessary mentoring and training segments. Collaborated with senior project leadership to ensure metrics attained and exceeded based on client expectations. Delivered above expectations including:

**XO COMMUNICATIONS, Lone Tree, CO September 2008-July 2009**

**Carrier Accounts Services Manager – Growth Accounts**

Managed order installation process and updated status to customer and sales team. Coordinated all customer billing inquiries/disputes between the customer and credit and collections team. Conducted internal and external monthly and quarterly service reviews for all assigned accounts. Produced reports on revenue and churn to senior and executive management. Responsible for revenue retention, renewals and up selling service to existing carrier services customers. Held weekly calls with account team and customers to review in-flight orders, sub-intervals, disputes, aging, renewals, and disconnects summary of trouble tickets and escalations.

**LUCENT TECHNOLOGIES/AVAYA COMMUNICATION, June 1998-August 2008**

**Communication Solution Integration Engineer – 2006-2008**

Consulted on switch upgrades, consolidations, and custom projects within the Call Management System (CMS). Created statements of work and custom price quotes on CMS, Witness, NICE logger, NICE analyzer, telecom security, and dial plan changes. Collaborated with teams in other organizations within Avaya to provide new or modified service offers, pricing, policies, and systems. Received, processed and managed requests for global solutions and custom bidding within Technical Resource Team (TRT), offering solutions to a diverse range of moderately complex problems. Attended and participated in team meetings, as well as higher-level meetings, representing the TRT. Utilize UNIX-based scripts and commands to evaluate and analyze systems.

**Customer Service Manager – Business Development – 2005-2006**

Developed materials and taught training classes for business development managers. Worked closely with senior management in expediting new or modified service offers, promotions, policies, and specialized customer handling.

**Services General Manager I – 2004-2005**

Handled all personnel actions, including hiring, performance reviews, corrective action, and similar coaching functions for 3 Contact Centers. Ensured installation, operation of maintenance activities at optimum efficiency, and reviewed maintenance contracts to ensure SLAs met. Maintained communications with customers, sales engineers, and systems organizations to support customer requirements. Received Promotion to Customer Service Manager Business Development.

**Call Center Consultant/System Integrator II – 2000-2004**

Designed and developed contact center solutions to enterprise-wide contracted customers, including integrating hardware and software. Participated with customers in strategic process and translated business needs into technical systems with contact center solutions. Created, investigated, and resolved problems on Private Branch Exchange (PBX)/Switches, CMS, Automatic Call Distributors (ACDs), and Audix, as well as serving as a Tier II help-desk. Produced CMS Reports and monitored real time adherence on CentreVu supervisor. Received Promotion to Services General Manager I.

**Opportunity Consultant/Case Manager – 1998-2000**

Ensured accurate analysis and assignment of NetCare professional services standard consulting offerings matching customer needs. Provided case management, including negotiation of time requirements and created scopes of work along with work tickets.

***Additional professional experience includes:***Data Processing, Retail Management, Retail Sales and Support including Customer Service Desk Team Lead, Health and Life Insurance Sales