

Neville Barrett Jr.

Product Support Engineer | Technical Support | Web Development | Client Support

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Summary

A professional and analytical planner with 14+ years of customer service experience. Solid knowledge of information & web technology, web design, reporting, technical support & documentation, WFM, project management, quality assurance, and training development.

Experience

Product Support Engineer at PointRoll

October 2013 - Present (5 months)

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

Call Center Operations Support Manager at Town Sports International

September 2011 - October 2013 (2 years 2 months)

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.

Acting Call Center Sales Manager at Town Sports International

June 2011 - September 2011 (4 months)

Directed the Inbound/Outbound Sales and Revenue Team to ensure an exceptional member experience.

Developed expectations and goals to increase performance and reach sales goals for the department and company.

Coached and mentored team on goal planning and sales strategy development.

Directed successful transition of the current Call Center Sales Manager while maintaining all Workforce Manager responsibilities.

Call Center Workforce Manager at Town Sports International

May 2009 - September 2011 (2 years 5 months)

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.

First point of contact for IT issues from the contact center; provided direction to the representatives, tracked issues and reported on the progress of resolution.

4 recommendations available upon request

Member Services Team Leader at Town Sports International

April 2008 - May 2009 (1 year 2 months)

Responsible for managing the daily activities of a team of representatives handling inbound member calls and emails. Also responsible to manage 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 team under established member services policies and procedures.

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

Member Services Representative at Town Sports International

November 2007 - April 2008 (6 months)

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 cancelling with established retention strategies.

Reports Analyst at Assurant Solutions

May 2005 - November 2007 (2 years 7 months)

Responsible for the review and analysis of 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 at Assurant Solutions

January 2005 - May 2005 (5 months)

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 at Assurant Solutions

January 2004 - January 2005 (1 year 1 month)

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 at Assurant Solutions

March 2003 - January 2004 (11 months)

Assisted customers in filing new claims on their cellular devices.

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

Helpdesk Technician at E-Time System

January 2002 - March 2003 (1 year 3 months)

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

Customer Service Representative at CDnow

July 1999 - October 2001 (2 years 4 months)

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.

Helpdesk Technician / Network Administrator at Greene Tweed Company

June 1998 - August 1998 (3 months)

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.

Skills & Expertise

Training

Management

Call Centers

Customer Service

Project Management

Team Building

HTML

CSS

Computer Hardware

WordPress

Coaching

Employee Training

Customer Retention

Time Management

Networking

Workforce Management

Team Management
Graphic Design
Microsoft Office
Analysis
Strategy
Quality Assurance
PHP
VBScript
Photoshop
Workforce Planning
Leadership Development
JavaScript
Network Administration
Database Administration
Database Management
MS Office Suite
Cisco Call Manager
Crystal Reports
Reporting & Analysis
Project Planning
Training Management
Support Management
Technical Support
HTML 5
CSS3

Education

Treehouse Labs

Front-end Web Development, 2013 - 2014

Katharine Gibbs School and Gibbs College

Web Development and Design, 2002 - 2003

Montgomery County Community College

1998 - 1999

Honors and Awards

Signal Outstanding Rookie Award for 2003

Signal Employee of the Month for November 2005

Interests

Digital Photography, New Technology, Cooking, Professional Networking, Reading, Music, Politics, Organizational development, Strategic Planning, Web/Mobile Apps

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4 people have recommended Neville

"Neville is a very hardworking and dedicated worker. Neville worked his way up to his current role very quickly because he was willing to listen and be open to hear what it would take to be successful. It would be a pleasure to work with Neville again."

— **Michelle Harper**, *Call Center Quality Assurance Manager, Town Sports International*, worked directly with Neville at Town Sports International

"Before becoming Workforce Manager, Neville was my supervisor and I was formerly a call center representative. As a supervisor Neville provided meaningful coaching and feedback in a positive and professional manner. He was always approachable and knowledgeable. Neville conducted activities that helped foster a strong team culture and drive individual performance. Neville's succession planning helped prepare me to take over his position when he was promoted to his current role. Currently Neville plays a vital role on the management team formulating data to develop strategic logistical planning and development of the call center. Accurate, timely reporting and innovations in efficiency make Neville a valuable asset to our business."

— **Shawn McDonough**, *Supervisor, Town Sports International*, worked indirectly for Neville at Town Sports International

"Neville is a hard working and detail oriented person. I have known Neville personally and professionally for over 18 years. Neville does not cut corners on anything. He takes great pride in his work and constantly strives to learn and better himself. Neville is a direct person who is focused on results. I would recommend Neville for any project or position that demands a results oriented and driven person."

— **Matt Detwiler**, *Sr. Systems Analyst, Timberlane, Inc.*, was with another company when working with Neville at Town Sports International

"I had the pleasure of working with Neville at the beginning of his career at CDNOW. His proven track record of hard work, eagerness to learn, and outstanding work ethic make him an asset to any organization."

— **Julianne Drake**, *Executive Assistant, CDNOW Online Inc*, worked with Neville at Town Sports International

[Contact Neville on LinkedIn](#)