

NATHANIAL "NATE" BATTLE

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PROFESSIONAL SUMMARY

Results-driven Account Management, Sales Operations, and Consulting Professional leveraging 20+ years of contact center management success ♦ Key account SME, driving revenue growth and solutions development ♦ Service delivery expert, implementing industry best practices ♦ Articulate communicator, building rapport and trust at all levels ♦ Valued client advisor, building strategic relationships with internal/external stakeholders ♦ Top performer who thrives in high-demand, high-expectation environments ♦ Charismatic leader, building and managing peak-performance domestic and international teams ♦ Enterprise change agent, creating success-oriented cultures ♦ Program design/implementation specialist, driving unprecedented results

CORE COMPETENCIES

Budget management ♦ Diversifying and growing revenue streams ♦ Analytics ♦ Solutions design ♦ End-to-end project/program management ♦ Top talent selection, training, and mentoring ♦ Process improvement ♦ Employee engagement ♦ Meticulous about QA ♦ Passionate about hands-on leadership by example ♦ Solid record of igniting stagnant business and transforming declining operations ♦ Committed to exceeding customer expectations, transforming difficult clients into referenceable accounts ♦ Passionate about leadership by example ♦ Internal/external reporting and documentation ♦ Benchmarking/performance metrics ♦ Customer acquisition and retention ♦ Process re-engineering ♦ Strategic pricing ♦ Contract negotiations ♦ WFM ♦ Complex implementations ♦ Multi-channel customer interaction ♦ Start-ups/turnarounds

PROFESSIONAL EXPERIENCE

CONDUENT (FORMERLY TMS HEALTH, A XEROX COMPANY)

Boca Raton, FL

A subsidiary of Xerox, TMS health is a provider of outsourced, multi-channel contact center services specializing in the healthcare, pharmaceutical, and medical device industries. Offerings include healthcare consumer marketing services, compliance and retention programs, DTC campaigns, inside sales, and healthcare communications services.

Senior Account Director, Client Services – Apr/2009 – Present

Report to EVP, Client Services and Operations. Ramped and led delivery of broad-based services to a \$15MM client portfolio. Manage all strategic and tactical aspects of client relationship, providing inbound customer support and outbound marketing across 2 domestic sites and 150 seats. Serve as primary liaison between business development and service delivery teams to drive operational excellence and further account penetration.

- ♦ Accountable for \$15MM P&L; manage 8 direct reports and 140 indirect reports.
- ♦ Marquee clients include some of the world's top Fortune 500 pharmaceutical companies.
- ♦ Grew accounts from \$3MM to \$15MM.
- ♦ Manage account performance against profitability objectives, contract metrics, and client expectations.
- ♦ Launched smart staffing and employee retention initiatives, reducing attrition to less than 25%.
- ♦ Ramped new inside sales channel for 5 brands, growing from startup to 7 channels for second largest Fortune 500 client (phone, fax, email, direct mail, chat, video, click to connect).
- ♦ Personally plan and host client on-site audits.
- ♦ Negotiate contracts, develop operational expectations, create SOW/LOI, and conduct QBRs.
- ♦ Provide best practices expertise in consultancy role to senior management and operations team.
- ♦ Chosen to lead new business pilot opportunity to support Australia.
- ♦ Implemented multiple programs, managing timelines, expectations, and internal/external deliverables.
- ♦ Managed contractual KPI compliance, billing, and revenue forecasting.
- ♦ Launched/grew multiple client programs, conducting regular call monitoring and program status calls.

TAYLORMADE CREATIONS, INC.

Orlando, FL

A privately owned provider of custom apparel and imprint merchandise. Offerings included embroidered and imprinted apparel and merchandise fulfillment services to schools, businesses, bands, nonprofits, and government agencies in central Florida and nationwide.

Director of Client Services – Feb/2008 – Jun/2008

Reported to President/Founder. Hired to manage a team of project advisors handling inbound sales calls from existing customer base. Also created/managed separate outbound sales organization, proactively calling on existing customers to generate additional sales leads. Managed 7 direct reports and 3 indirect reports. Conducted SWOT organizational analysis and implemented QA monitoring and coaching, leveraging findings to increase efficiency/productivity and decrease transaction time.

NETWORK DIRECT, INC.

Orlando, FL/Virtual

A privately held vendor-neutral contact center consulting firm, providing unbiased, analytics-driven vendor selection and program management, assisting corporate clients to achieve optimum 3rd-party management performance.

Director of Client Services/Consultant – Jul/2005 – Feb/2008

Reported to Company President. Responsible for delivering contact center consulting to clients, including call center operations, project management, vendor selection, and relationship management services. Provided implementation support for client's 3rd-party outsourced programs. Supported Professional Services, Account Management, and QA business units.

- ◆ Managed and grew existing client relationships at senior-executive level.
- ◆ Marquee clients included Yokohama Tire Corporation, Ames Home Loans, Crate and Barrel, Kaiser, Wrigley, Nestle, and Novartis; marquee vendors included Convergys.
- ◆ Generated full operational assessments, providing customers with comprehensive, holistic review and analysis of call center organizational alignment, customer access strategy, staffing, onboarding, training, and performance management coaching.
- ◆ Established QA philosophy, balancing client input with calibration session feedback.
- ◆ Leveraged position as neutral liaison and mediator to negotiate win-win client/vendor-partners solutions.
- ◆ Implemented multi-level staff interviews (agents through directors) and discovery groups, analyzing and reporting findings and generating recommendations, culminating with executive-level presentations.
- ◆ Delivered program reviews and SWOT analysis, writing SOWs for client programs to win new business.
- ◆ Saved at-risk outbound B2B program (9 outsourced vendors dialing 40K hours/month, 500 reps).

FDN COMMUNICATIONS

Maitland, FL

A \$540MM provider of facilities-based, business-class communications services in the southeastern U.S. Offerings include IP-based communications solutions (voice, data connectivity and storage, private networking, web hosting, and security services) to business customers. Merged with NuVox Communications in 2007.

Sales Support Manager/Alternate Channel (Vendor) Manager – Oct/2003 – Jun/2005

Reported to VP, Sales and Marketing. Managed 5-member team of account consultants providing sales order processing support to all sales channels. Established and managed outsourced B2B selling channel for Florida's largest CLEC, achieving 40% growth in sales within first 90 days and reducing order entry/placement time by 30%. Leveraged outsourced telemarketing vendor partners, tripling sales in 7 months, producing 12% of company's total revenue and achieving "Presidents Club."

P R I O R P O S I T I O N S H E L D

STRIVE LEADERSHIP	Management Consultant	Feb/2002 – Oct/2003
SOFTBRANDS	Director of Customer Support	Jan/2000 – Jan/2002
MOBILEFORCE, INC.	Principal/Co-Founder	Sep/1999 – Jan/2001
WAM!NET, INC.	Director, Global Information Technology	Oct/1996 – Sep/1999

EDUCATION

CARDINAL STRITCH UNIVERSITY, Edina, MN
Bachelor of Science, Business Management

PROFESSIONAL DEVELOPMENT, NOTABLES

- ◆ Predictive Index Licensed Analyst.
- ◆ Professional development has included time management training.
- ◆ Technical proficiencies include Microsoft Office (Word, Excel, PowerPoint, Outlook), and Microsoft Project.
- ◆ Community contributions including serving as volunteer for American Cancer Society Relay For Life.
- ◆ Willing to consider domestic or international relocation.
- ◆ Road warrior, able to travel 100%.
- ◆ US citizen, willing to travel internationally, holding current passport.