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PROJECT MANAGEMENT, QUALITY ASSURANCE, CUSTOMER CARE, TECHNICAL SUPPORT & OPERATIONS MANAGEMENT

SaaS PRODUCTS • KNOWLEDGE CENTERED SUPPORT (KCS) METHODOLOGIES • PERFORMANCE METRICS CAPTURE, ANALYSIS, REPORTS/DASHBOARDS

CORE COMPETENCIES

- Project management
 - Development and implementation of support strategies and infrastructure
 - Identification and capture of Key Performance Indicators (KPI) in support of decision making
 - Client relationship management
 - Customer Relationship Management (CRM) tools: Vantive, RightNow Technologies, Salesforce
 - Virtual employment, remote employee management, and independent contractor expertise
 - Quality Assurance Management
 - Human Resources
 - Customer Support Operations
 - Team building and management
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INDUSTRY KNOWLEDGE

- Internet
 - On-line Payments
 - Healthcare
 - Remote Technical Support
 - Staffing and Human Resources
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PROFESSIONAL EXPERIENCE

Delivery Assurance Manager, SupportSpace.com **11/10 – 3/12**

Dual purpose role for this start-up company that provides virtual technical support.

- **Project management** of new clients and services.
 - **Successfully managed the launch of enterprise level clients and services**
 - **Coordinated** the work of the Operations group to include the implementation of new accounts, requirements definition, performance monitoring, and finished product testing. Ensured methods and procedures met requirements.
 - **Improved productivity** by recommending changes in tools, training, processes, and reporting
 - **Managed** procedures and implemented Service Level Agreements(SLA)
 - **Defined** processes to accommodate scalability
 - **Produced** statistical analysis and improvement actions plans for Operational Management
- **Service delivery quality assurance program manager**
 - **Developed the QA program**; defined standards and criteria, managed third party review, created management/client performance reporting, established closed loop feedback process
 - **Performed** vendor oversight to ensure compliance with quality standards
 - **Established** and led quality calibration and validation with clients

Manager, Technical Support Operations, Quicken Health Group, Intuit, Inc. **10/08 – 8/10**

Managed assisted support delivery for new SaaS product offering across 3 customer segments (end user consumers, small businesses, and enterprise level partners).

- **Led** launch of support infrastructure and processes for the first release of Quicken Health Expense Tracker: built use cases, created workflows, implemented escalation procedures, developed knowledge base content
- **Improved** agent productivity by 250% by decreasing agent handle time, restructuring work flows and implementing enhancements to the CRM tool
- **Decreased** customer escalations by 40%
- **Increased** customer satisfaction scores by 23%
- **Established** a Knowledge Centered Support methodology
- **Developed** and implemented standardized reporting for support KPIs.
- **Provided** product improvement guidance from Voice of the Customer to Product Management
- **Coordinated** support initiatives for problem resolution with health plan partners
- **Represented** the Quicken Health business unit in the Intuit Support Operations Community

PayPal, Inc. 4/06 – 10/08

Manager, Merchant Operations Support 10/07 – 10/08

Led team performing back-office functions for support escalations.

- **Increased** productivity by 50% by streamlining workflows
- **Established** metrics and reporting requirements for team productivity
- **Defined** SLAs and created ad hoc reports and performed data analysis of customer transaction volumes and activities
- **Integrated** legacy knowledge base on new platform and achieved improved self-service and first contact resolution time

Sr. Project Manager 4/06 – 10/07

Managed projects for the Merchant Support organization

- **Key** member of the transition team moving VeriSign Payment Services support to PayPal
- **Re-engineered** processes and workflows to improve SLAs
- **Managed** the IT requirements submission process for enhancements to support tools

Project Manager, VeriSign, Inc. 5/01 – 4/06

Defined requirements used to customize and implement various support tools and programs.

- **Managed** revenue-generating consulting and support service, with no increase in headcount, increasing revenue by \$1M annually
- **Improved** training time by 20% for new support engineers
- **Led** the Payments Support portion for the JD Powers working group chartered with defining the new SSPA sponsored support center certification program
- **Integrated** the support teams from acquisition of CyberCash with the VeriSign Payments support team
- **Redesigned** the CRM tool (Vantive) to accommodate new workflows and products
- **Improved** customer satisfaction and increased first contact resolution by 50%
- **Implemented** KCS knowledge base methodology

CyberCash, Inc. 11/96 – 5/01

Manager, Client Services Programs 8/99 – 5/01

Managed client services programs and projects; ensured support readiness for new merchant products and services.

- **Integrated** support organizations of ICVerify and Telon SW products with required modifications to the CRM tool (Vantive)
- **Implemented** new knowledge base tool and redesigned the customer facing portal
- **Developed** and implemented the client services disaster recovery and continuity of operations program
- **Trained** agents in the use of support tools
- **Managed** customer satisfaction survey process and provided analysis of the survey results

Project Manager 11/96 – 8/99

Managed internal and customer facing projects in this start-up company.

- **Led** development, customization, and integration of the Vantive CRM tool
- **Trained** internal users
- **Recognized** for completion ahead of schedule and under budget.
- **Rewarded** for our innovative enhancements and participation in the vendor's user group.
- **Implemented** the first fee-based processor connection
- **Managed** the customization and localization of the CyberCash micro-payment product for the UK

HR Consultant 1/96 - 10/96

Provided Human Resources consulting and support.

Director, Human Resources, Pilot Research Associates, Inc. 7/95 - 1/96

Managed all Human Resources functions including benefits and salary administration, employee counseling and compliance with all state/federal regulations.

Director of Administration, CMC DataComm Inc. (Previously NetExpress, Inc.) 7/82 - 7/95

Managed all Human Resource and Facilities functions for this international telecommunications company.

PROFESSIONAL TRAINING

Leadership Skills, KCS Methodologies, Finance and Accounting, Human Resource Planning, Space Planning, General Management, Telecommunications, and e-Commerce Services