
From: Scott K. James

Sent: Wednesday, November 29, 2017 12:46 PM

To: Kathleen Kirkland

Subject: Director, State Public Charter School Authority - State of Nevada website

Greetings,

*note – I currently live in Phoenix AZ, but am relocating to Reno (My significant other recently accepted a position with UNR as a professor) She is on a schedule but I am not...I can relocate anytime and am willing to travel at my own expense for interview reasons.

Please accept this letter of interest within your organization. I believe that the knowledge, skills, and experience that I bring align well with the responsibilities of this position and the needs of your organization.

Over the course of my 15 year career in senior and executive-level operations management, I have developed a track-record of innovative program administration, change management, project development, organizational leadership, and operational expertise. I have leveraged these skills in various roles, including Program Administrator of Member Services for the Arizona State Retirement System (ASRS) , where I provided oversight for all customer facing services and support. This position required efficient operational management of the department, collaboration with board members, stakeholders, and other departments within the organization; adherence to State Government policy and procedure; and staff management and performance improvement. My success in this role is reflected in the improvement of several departmental success metrics

Similarly, my administrative positions at AZ Pediatric Cardiology, Webloyalty.com, and First National Bank required the development of a variety of training protocols, managerial oversight, process improvement and strategic planning based specifically on the needs, available resources and stage of development of each organization.

I believe that my leadership ability, operational expertise, ability to analyze organizational needs, troubleshoot challenges, and engage in continuous quality improvement align perfectly with the responsibilities of this position. I look forward to an opportunity to discuss your organizational needs and how to leverage my experience and skills in this position. Please feel free to contact me for any additional information.

Regards,

Scott K. James

(602) 421-2214

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Senior Service and Administration Management Professional

Accomplished and results-driven senior management professional with a consistent and proven record of successful implementation and operational management in a variety of client service settings. Highly motivated to strive for excellence in all aspects of consumer service best practices. Excellent record of increasing staff and process productivity with significant experience in operations and team management.

PROFESSIONAL EXPERIENCE

Arizona State Retirement System, Program Administrator, Member Services – 2012-present Hired to oversee the support and service offering for a large state retirement system. Supervise department of 40 individuals, including managers, supervisors, and specialty team members in a member services environment. Become subject matter expert on pension, retirement, and long term disability.

Key Results

- Complete overhaul of quality assurance and training programs
- Analyze and create new process and procedure resulting in significant cost and time savings
- Project management for Implementation of CRM application for use across entire organization

Arizona Pediatric Cardiology, Director of Operations – 2009-2011 Hired to oversee Patient/Physician Services and Medical Records in large pediatric cardiology practice. Assure daily job duties are fulfilled by each team member. Manage electronic medical records, human resources, physician licensing, vendor and procurement management, appointments, and process improvement teams.

Key Results

- Created comprehensive customer service training program
- Significant project management role overseeing multiple projects and clients
- Program management role implementing Electronic Medical Records system

Webloyalty.com, Director, Service Operations – (2008) Hired to open and run customer service functions for membership services organization. Oversee a team of 3 managers and 12 supervisors in the daily managerial and fiscal operations of 200 seat operations center. Manage the customer service, reporting, finance and budget, human resources, and facilities team

Key Results

- Oversee all program and project management processes
- Ground up creation of satellite call center
- Extensive analysis and re-engineering of existing process and procedure

First National Bank, Vice President, Service Operations – (2005 – 2007) Oversee divisional operations for HOA and Property Management companies, consisting of budgeting and finance, customer service, human resources, account management, Shipping, Scanning, and Implementation. Oversee managers from each functioning department, P&L responsibility, high level client relations and strategic planning

Key Results

- Relocation of entire business operations from California to Arizona
- Reduced call volume by 10% through implementation of additional support channels
- Extensive project management role with vendors and accounts

CONSULTING

Healthy-e-Arizona – Build provider network and infrastructure to support \$12 million federal grant to implement Electronic Health Record systems for primary care physicians.

Inception Technologies – Build service and support offering for small software startup in the time and attendance industry.

Artifact Entertainment – Assist in the creation and oversight of customer service model for startup technology and gaming company.

EDUCATION

Bachelor of Science, Information Technology

University of Phoenix
Phoenix, AZ

Certified Public Manager

Arizona State University
Phoenix, AZ

STRENGTHS

- 15+ years of management experience across progressively more responsible positions.
- Extremely strong skills in building startup departments
- Extensive experience in turning around failing departments
- Strong skills in staffing, performance reviews, and coaching/mentoring of staff
- Proven team leader and organizer.
- Ability to multi task in a fast-paced environment.
- Experience with multiple platforms and applications.
- Highly technical and detail-oriented.
- Extensive fiscal and budgetary experience.
- Demonstrated expertise in project and process management.
- Experienced with creation and documentation of procedures and performance tracking measures

SKILLS

Processes: PMI project management, Change management, Business Continuity Planning, SDLC, Six Sigma methodology, Lean methodology

Applications: Microsoft Project, Microsoft Visio, Microsoft Visual Studio, Microsoft Office Suite, Crystal Reports, ServiceTraq, Business Objects, Frontrange HEAT, Oracle Database applications, Peoplesoft Financial Database applications. Concerto Auto-Dialer, ACT! Sales Management, LivePerson Chat/Email, Salesforce.com, Nextgen.

Call Center Specific: Intertel, Avaya, Nortel, IEX, Avaya CMS, XO IVR,