

TIMOTHY SMALL

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SUMMARY

Customer Management professional delivering service innovation within technology, telecommunications and professional services industries. Thoughtful, conscientious and driven to improve the “customer experience” throughout an organization.

PROFESSIONAL OBJECTIVE:

Create and manage improved customer services and repeatable processes that support sales and delivers positive customer experiences.

RESULTS:

- Created and led a software Customer Care process that delivered improved revenues within six months.
- Reduced implementation time for new process by delivering training across departments.
- Manage, coach and lead new employees to deliver memorable and efficient customer experiences.

TARGET MARKETS:

Industries: High-tech (software/hardware/services). Telecommunications, Professional Services

Size: Small to medium sized business

Culture: Fun, balanced work/family commitment & driven to be market leader

Geography: Rochester, NY and surrounding counties

EXPERIENCE SUMMARY:

Company	Role
Crane Wiley Associates	Professional Services Executive
Small Inc.	Customer Service Supervisor
Services and Smiles	Corporate Services Executive
Technology Services, Inc.	Customer Care Executive

TARGET COMPANIES

Axeda	Frontier	RCR&R
Bausch & Lomb	Garlock Sealing Technologies	RIT
Carestream	Harris RF	SMS Systems Maintenance
Catalyst	IDI	StrongArm Technologies
CaterTrax	JML Optical	Thermo Fisher Scientific
Constellation	M5 Networks	University of Rochester
Cooper Vision	MVP	Veramark
Earthlink	Optical Gaging	Vnomics
EMC	Ortho Clinical (J&J)	Windstream
Excellus BCBS	PreClarity	

INDUSTRY EXPERIENCE

Telecommunications
Professional Services
Consulting Services
Software
Hardware
Manufacturing

CORE COMPETENCIES

Customer Relationship Mgt.
Account Management
Analyzing Service Metrics
RFP Response Management
Negotiating Contracts
SLA Management
Program Management
Project Management
Technical Support Mgt.
Application Support Mgt.
IT Management
Competitive Analysis
Business Development

EDUCATION

AS – Office Technology - MCC

INTERESTS

Oswella Wine Growers
Association, President and
current Board Advisor

Habitat for Humanity,
Volunteer