

Duane Cummins

Global Leader

(214) 442-3542



Summary:

Twenty-two years as a call center professional and servant leader. Including global leadership, operations management, workforce management, quality and training.

Deep understanding of, and experience in project management, process improvement, mergers, acquisitions, start-up operations, integration, and employee development.

An additional 9 years in residential and commercial construction as a project manager, superintendent and estimator.

Social:

 [linkedin.com/in/duanecummins](https://www.linkedin.com/in/duanecummins)

 duane@duanecummins.com

Strengths:

Project Management. Process Improvement, and Six-Sigma.

P&L Management, budget, forecasting, and strategic business planning.

Lead multiple start-up organizations and operations during furious growth. Experienced leader of cross-function and cross-cultural teams.

Extensive (WFM) workforce management operations, performance analysis and improvement.

High Level proficiency in Office Suite, MS Project and many common software and CRM tools.

Experience:

Principle, D. Cummins & Associates. Dallas, TX. Aug. 2016 – Apr. 2020

D. Cummins & Associates is focused on moving clients to exceptional levels of performance in the key areas of call center operations by applying proven analytic techniques, strategies and experience. Primarily in pre-merger due diligence, post-merger integration, analysis and improvement of workforce utilization , NPS and customer satisfaction ratings.

Vice President, OnProcess Technology. Ashland, MA. Dec. 2014 – May. 2016

OnProcess Technology, Inc. provides service solutions that drive efficiency, profitability and scale in complex, global service supply chain operations, my responsibilities included site management of the Kolkata, India location in a post acquisition role to drive integration efforts in Technology, Quality Assurance, Learning and Development, and WFM. Served 27 clients managing 53 processes and employing over 1200 people, directly responsible for ensuring

seamless integration during an acquisition and ongoing success for a \$35M P&L representing 55% of the company's annual revenue.

Senior Vice President, Convey Health Solutions. Sunrise, FL. Dec. 2011 – May. 2014

Convey Health Solutions is a leading provider of health care BPO services. I led and managed 4 US-based operation centers and one location in Manila, Philippines totaling 1400 employees servicing over five health care clients. Direct responsibilities for facilities, training, quality, reporting, workforce management and project management.

Regional Vice President Asia PAC, Stream Global Services. Manila, PH. Sep. 2008 – Apr. 2011

Stream Global Services a leading provider of contact center and BPO services with annual revenues of over \$900M. As Regional Vice President, Asia Pacific reporting to the Executive Vice President of Operations, my direct responsibilities included the operational leadership of the APAC region consisting of 10 contact centers, 14,500 employees and \$260M in annual revenues, servicing over 20 clients and 35 lines of business.

Vice President, Technical Support & Sales. Web.com. Atlanta, GA. Sep. 2005 – Apr. 2008

Web.com is a leading provider of Shared Hosting in the small and medium business market with \$250M in annual revenues. As the Vice President, Service Delivery Operations my responsibilities included management of Data Center operations, Technical Support, Customer Service, Sales, Quality, Training and Web Site Development.

Actively managed the post integration activities after the acquisition of 13 companies, this project included the merging of data centers, platform integration and workforce analysis and reductions. Responsible for reduction in total cost of support and data centers from \$26.7M to \$12.2M (\$14.5M annual savings), increased FCR by 105% and decreased customer churn by 52%.

Chief Operations Officer, Hinduja Global Services. Manila, PH. Dec. 2003 – Jan. 2005

Managed and directed all operations in a 1500 seat facility located in Manila, Philippines with annual revenues in excess of \$25M, delivering support services across multiple verticals to financial institutions, utilities, consumer electronics, and help desk functions. Reported directly to the President and Board of Directors. Over the course of my 12 month contract we increased EBITDA by 13% and additionally won \$7.5M in new business both organically and through new business acquisitions.