

## GET IN TOUCH.

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# Duane Cummins

## SUMMARY

Experienced servant leadership of global cross-functional and cross-cultural teams

22 years as a call center professional, including leadership of operations, workforce management, quality, and training. Successfully led, developed, and grew people, organizations, and companies

Solid background and experience in project management, process improvement, mergers, acquisitions, and start-up operations.

Respected and recognized for, people development, process improvement, P&L management, budget, forecasting, and strategic business planning. Have successfully led multiple start-up organizations and operations during furious growth.

High level of proficiency with Office, Project and many common software and CRM tools

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

## EXPERIENCE

**Principle and Founder | D. Cummins & Associates.**  
Dallas, TX. Dec. 2016 – Apr. 2021

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 Operations | OnProcess Technology.**  
Ashland, MA. Dec. 2014 – Nov. 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.

## **EXPERIENCE.**CONTINUED

### **Senior Vice President | Convey Health Solutions Sunrise, FL. Dec. 2011 – Sep. 2014**

Convey Health Solutions is a leading provider of healthcare 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. My direct responsibilities included facilities, training, quality, reporting, workforce management and project management.

### **Regional Vice President Asia Pacific | Stream Global Services Manila, PH. Sep. 2008 – Oct. 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. May. 2005 – Aug. 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 – Mar. 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 14-month contract we increased EBITDA by 13% and additionally won \$7.5M in new business both organically and through new business acquisitions.