

Suanne A. Ezzo

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SUMMARY OF QUALIFICATIONS

- Results-oriented professional, with a positive attitude and a strong work ethic
- Consistent track record for exceeding goals and setting realistic expectations
- Strong verbal and written communication skills, negotiating skills, and interpersonal skills
- Effective time and project management with meticulous attention to detail
- Consistent ability to make strategic decisions and manage calculated risks effectively and quickly
- Strategic thinker with a superior ability in multi-tasking, adaptive to fast-paced and changing environments

EXPERIENCE

Anki DRIVE

2013 to Present

Customer Care Consultant

- Define and create key performance indicators and reporting metrics to measure Anki DRIVE customer care activity.
- Customize reports to communicate progress throughout the Anki DRIVE operations and executive teams.

NFL Mobile

2013 to 2014

Director Mobile Support

- Defined, created, and executed the support strategy for NFL Mobile for the 2013-2014 football season, enhancing the user experience for millions of NFL Mobile paid and free users.
- Project managed each phase of the NFL Mobile Support strategy coordinating with various technology solutions, partners, and NFL Mobile organizations.
- Directed the support activity of the NFL Mobile war room, consisting of product managers, developers, support staff, and external vendors.
- Managed social media, video streaming, game synchronization, bug fixes, and enhancements across Android, iOS, Windows Mobile, and Blackberry platforms.
- Defined KPIs and reported progress, statuses, and new issues to senior NFL management and key external partners on a weekly basis.

Convergys Corporation

2012 to 2013

Senior Account Manager

- Responsible for driving direct sales of Convergys Customer Interaction Technologies (managed and cloud services for including, personalized desktop applications for sales, helpdesk, customer service, and credit/collection lines of business, intelligent outbound solutions & notifications including mobile applications.
- Successfully sold to The Home Depot, Marriott, Cisco, and Service Master Group.
- Develop compelling business cases which included detailed return on investment (ROI) proposals.
- Coordinate with product and operations groups to tailor solutions to prospect's specific business needs.
- Partner with Live-agent Account Managers to identify technology solutions to market within installed base accounts.

AvanTel Networks
Senior Account Manager

2010 to 2012

- Responsible for CHANNEL SALES (new logos) in Western Region focusing primarily on new logos and Avaya solutions including Unified Communications, Call Center Applications, voice (inbound and outbound), data, & video infrastructure, including hosted applications, managed and professional services
- Successfully sold to 24/7 Customer, Plantronics, FutureWei, Restoration Hardware, Office of Zoe Lofgren, Hendrick Automotive Group, Sanmina, Plantronics, & Equilar.
- Actively engaged in several large contact center accounts in the Bay Area working closely with the top Avaya Account Executives.

VMware
Director, Worldwide Telecom and Contact Center Operations

2006 to 2009

- Identified challenges within business units and responsible for identifying technology solutions with outside vendors
- Internally sold worldwide voice, data, wireless technologies and applications to support center and sales organizations to maximize uptime and optimize the use of resources/technology.
- Responsible for building business cases including ROIs for new technology solutions/services under consideration.
- Coached and cultivated relationships with various technology providers in order to craft effective sales opportunities that deliver value to the business units
- Introduced new Avaya technologies to improve user experience, monitoring capabilities, and productivity including Unified Messaging, IVR, DSI, CNA, & other CTI integrations (Siebel and Auto Entitlement).
- Implemented other technologies to improve communications and reduce expenses, including state-of-the-art worldwide Video Conferencing solution and a cost-effective audio conferencing plan.
- Virtualized Telecom components and solutions prior to virtualization being productized by the manufacturer.

IT Project Manager – Telecom/Call Center Liaison to Global Services and Support (GSS) and Sales

- Coordinated projects with GSS and Sales organizations in the US and international sites.
- Worked with GSS, IT, and third party vendors to implement Phase I CTI for Avaya.
- Managed third party CTI vendor relationships with ACT, SimpliCTI, and AvanTel.
- Project managed CTI (Telephony) deployment that improved efficiency by 10% – Phase I, Feb 2007.
- Developed training materials and conducted training for the 4 worldwide support centers.
- Defined and supervised an Avaya overview and assessment for GSS (“foundational improvements”)
- Evaluated and defined roles and responsibilities with new CTI partners
- Integral to design, development, and project management of GSS CTI Phase II (Avaya-Siebel Integration)

Roxio
IT/Telecom Manager and Project Management

2001 to 2005

- Responsible for Worldwide Telecommunication for corporate and call center systems including various ACDs, IVRs, VRUs, PBX, and CTI
- Single point of contact for all Data and Telecommunications vendors. Negotiated contracts and conducted comparisons for all corporate and call center IT infrastructure
- Main Project Manger on IT team coordinating IT infrastructure and telecommunications for new location build outs, office relocations, acquisitions, and new system/application development and roll outs
- IT Liaison and primary technical support for global call center and other corporate organizations. Designed, developed and maintain all Call center applications managing various vendors as well as primarily providing 80% of the support personally.