



JESSE BEHM

CONTACT



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Queen Creek, AZ 85143-5874

SKILLS

- Customer service
- Team leadership
- Time management
- Decision-making
- Staff management
- Verbal and written communication
- Relationship building
- Complex Problem-solving
- Strategic planning
- Cross-functional teamwork
- Staff development
- Performance management
- Marketing
- Workforce management
- Key performance indicators
- Policy and procedure development
- Recruiting and interviewing

PROFESSIONAL SUMMARY

Results-driven professional with extensive experience in customer service, team leadership, and strategic planning. Proven ability to build strong relationships, optimize performance through staff development, and drive success in dynamic environments. Seeking to leverage expertise in leadership and operations to excel and contribute to organizational growth.

EXPERIENCE

October 2023 - Present

Regional Manager Sales and Marketing/Relationship

CRS - Insurance Claims/IT Sales, Deer Vally, AZ

- Create and design business strategies in sales and marketing in a contact center environment of (300) employees.
- Develop and roll out new technology and train vendors.
- Operations Management, overseeing the process in which our departments are handling customers that are sent over by our vendor.
- Overseeing metrics and reviewing calls for quality assurance purposes.
- Vendor management-Being the main point of contact for the vendors in my region.
- Carrier Relationship Management: Establish and maintain strong relationships with key carriers and logistics partners. Collaborate with carriers to improve operational efficiency.
- Develop strategies to reduce costs by optimizing carrier utilization, negotiating rates, and building relationships.
- Collaborate with Sales, Customer Success, and Operations teams to ensure seamless operations.
- Assist with the collection process when needed from our vendors.

February 2018 - November 2022

High-Net-Worth Contact Center Manager/AVP

Loan Care Mortgage Servicing-Goldman Sachs, Chandler, AZ

- Call center department designer of staff of (200)
- Display highest level of customer service with our clients and extra "white glove" treatment.
- Trained managers into being successful communicators and influences to their teams.
- Implemented cutting edge technology to assist in reporting productivity and metrics.
- Evaluate trends and adjust accordingly to stay on track for the company vision.

- Constantly research the latest contact center operations in the industry and make sure we are ahead of our competitors.
- Worked with all stages of our contact center to gain better understanding of where change is needed and implement new structure.
- Recruit new talent.

February 2009 - February 2016

Collections Team Leader

Midland Credit Management, Minneapolis, MN

- Directed daily branch operations, leading the team to exceed monthly sales goals.
- Create and negotiate settlements.
- Maintained high level of employee morale to minimize turnover and maximize customer satisfaction.
- Train and facilitate performance reviews.
- Monitor calls and coaching.
- Oversee compliance and audit files.
- Evaluated staff performance against established metrics such as number of accounts collected per month
- Evaluated staff performance against established metrics such as number of accounts collected per month.

January 2001 - January 2009

Branch Manager

Citigroup, Minneapolis, MN

- Oversaw daily operations including cash management, opening and closing procedures, account maintenance.
- Directed daily branch operations, leading the team to exceed monthly sales goals.
- Maintained high level of employee morale to minimize turnover and maximize customer satisfaction.
- Recruit new talent.

EDUCATION

August 2001

Organizational Management in Human Resources

Concordia University, MN