

TYM J HEALEY

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SUMMARY

Specializing in relationship building, training, mentoring and leadership, I derive great satisfaction from finding solutions and common ground in the face of obstacles. I listen to what's being said, pay close attention to social cues in order to best shape conversations, and look for forward-moving efficiencies and opportunities. A goal of mine is to encourage and support those who wish to create change, feel good and shine in our world.

When not working, I enjoy reading, watching tv/movies with my family, discovering new music and listening to my favorites, travel, sports, and the Drum & Bugle Corps industry.

EDUCATION

Upper Iowa University
Bachelor of Science Psychology
Cum Laude

Kirkwood Community College
Project Management Certification

PROFESSIONAL EXPERIENCE

Wix.com

Customer Care Mentor - Iowa - Sept./2020 to Present

As a Mentor, I provide guidance, support and direction to Customer Care Experts. By acknowledging that each relationship is unique, I tailor meetings appropriately, to help each mentee reach the department KPI's. I also help mentee understand how building rapport helps each customer move through their respective journey, which also helps build a long-lasting relationship. Also responsible for:

- Working with leadership to coordinate scheduling, and maintain proper staffing to meet SLA's.
- Creating a calendar of weekly meeting schedules for 4 hours per expert, based on the location and expert's schedule.
- Live coaching during the session to discuss wins and areas of opportunity.
- Providing SBI based feedback (both real-time and end-of-session) to go over findings from live coaching, and to provide next-session goals.
- Encouraging the use of available support tools to ensure a consistent, fulfilling, and well-rounded experience for both the mentee and the customer.
- Providing email recap of session to expert and leadership.
- Using data from Tableau to monitor progress and improvement of each mentee.

Tata Consultancy Services (TCS)

Intermediate Trainer | Learning and Development - Cedar Rapids, IA - July/2019 to Aug./2020

- Designed, developed and modified course curricula to deliver in-person and virtual training to new hires and current employees.
- Evaluated the effectiveness of the learning programs and transfer of knowledge.
- Worked closely with the business unit to ensure alignment of the learning program and strategic goals.
- Delivered and assessed the processes and training for the contact center.
- Monitored and maintained development history of learners' progress, and the effectiveness of the training program(s) with various spreadsheets.
- Developed and delivered presentations for curricula utilizing different mediums such as:: virtual, independent, and instructor led.

GoDaddy, July 2010 - June 2019

Hosting Business Consultant and Care Advisor - Aug./2017 to June/2019

- Provided technical support and business consulting services to GoDaddy customers, and helped them transform their ideas and personal initiatives into successes.
- Built rapport while consulting toward solutions that enhanced the customers' online presence.
- Sold solutions via inbound phone calls to meet daily and monthly performance targets. This involved negotiating product terms and pricing by balancing customer needs with company goals.
- Resolved technical, billing, and product issues related to customer accounts, while navigating through multiple systems.
- Maintained and improved a strong understanding of DNS, Email, SSL's, hosting and websites.

Integrated Marketing Manager - Feb./2017 to Aug./2017

- Handled the launch and execution of initiatives across domestic and international markets by coordinating internal resources and agencies,
- Organized and managed channel participation, timelines and deliverables.
- Managed and updated project plans, created and maintained working relationships with clients (region marketing leaders) on a project-by-project basis.
- Monitored the effectiveness of campaigns by providing results and recommendations to stakeholders.
- *Successfully managed and launched the highly visible 2017 Annual Report for the CEO. This included coordinating departments and people such as photography, copy, illustration, and accounting.*

Learning Professional II - Nov./2011 to Aug./2016

- Managed the day-to-day Customer Care Center (C3) New Hire Training Program.
- Taught challenging technical curriculum (Office 365, hosting solution software, website building software, etc.), customer service strategies, policy and procedures, company culture, and practical sales techniques to new C3 employees in the classroom and on the sales floor.
- Provided on-the-spot training, coaching, and developmental feedback, as well as managed and oversaw team performance including sales goals, schedule adherence, and conflict resolution.

Results:

- *Number one trainer for the entire organization, generating an average RPR (Revenue Per Rep) of \$390 per day during 2014-2015.*
- *During 2016, averaged a RPR of \$440 per day.*
- *Luminary Award winner, July 2015. The Luminary Award is presented to Customer Care Center agents and Leadership individuals, who exemplify the GoDaddy Way and vision, over a 12 month period.*

Customer Consultation and Care Supervisor - Jan./2011 to Nov./2011

- Lead and motivated a culturally diverse workforce of 18 - 25 customer consultants
- Coordinated programs to encourage sales productivity, including games and contests.
- Analyzed sales performance and customized improvement plans accordingly.
- Coached and mentored employees with daily, and weekly one-on-one meetings.
- Consistently obtained high productivity (~\$500 RPR per day) and morale from employees by creating a fun and healthy environment.
- *Promoted from Customer Consultant after 6 months .*

SKILLS

Rapport Building, Classroom Facilitation, Microsoft Office, Project / Product Management, Team Leading, Team Building / Development, Negotiation, Improvement Advocate, Coaching, Google Workspace, Mentoring