
THEODORE V. LANGO

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EXECUTIVE SUMMARY

Senior Operations Executive with a demonstrated history of improving both profitability and customer experience for **85 contact centers** processing over **400 million calls annually**. Highly analytical, innovative, and organized with a history of developing effective service strategies for overcoming business challenges. Visionary leadership transforming strategy into tactical execution, supported by measurable results. Areas of expertise include:

- Customer Care Strategy
- Contact Center Optimization
- Business Analysis and Models
- Operations Management
- Performance Management
- Continuous Process Improvement
- Technology Management
- Budgets and Cost Control
- Workforce Management

PROFESSIONAL EXPERIENCE

METLIFE, Bridgewater, New Jersey 2013 – Present
One of the largest providers of insurance, annuities, and employee benefit programs, servicing over 90 million customers globally.

Vice President – Global Customer Solutions, 2013 – Present

- Led the optimization of contact centers by developing and advancing standards in the areas of workforce management, reporting & analytics, risk management, quality, learning & development, sourcing, and technology platform management.
- Expanded the US framework of operational standards to Japan, Mexico, and MetLife's mid-market countries, advancing the maturity level of international contact center operations.
- Developed and deployed strategic reinvestments of \$18 million to re-engineer customer service operations in the areas of workforce management, business intelligence, performance management, and telephony technology for MetLife's Call Center Operations.
- Secured a \$1.8 million investment to transform workforce management into a "Resource Optimization Center" (ROC). Investment generated over \$2.3 million in hard savings over five years (13.8% IRR) and will recognize an additional \$3.15 million in headcount avoidance while improving customer experience.
- Secured a \$4.4 million investment to transform call center reporting into business intelligence and deliver reduced operating expenses of \$7.97 million over five years (11.4% IRR).
- Leveraged contact center automation platforms to dramatically increase the efficiency of the contact centers while significantly reduce manual tasks, improving both agent engagement and customer experience.
- Brought full transparency to the customer service organization by designing, deploying and managing a ROC Command Center. Center provides real-time health of operations visibility, supports maximizing workforce management efficiencies and reduces mean time to repair when managing incidents.
- Led multiple technology initiatives to ensure investments in MetLife's telephony platform were optimally utilized. Efforts span ten speech IVRs, 18 touch-tone IVRs, the deployment of Avaya Callback Assist, and the re-engineering of the telephony ACDs to maximize skill-based routing.

COMCAST CABLE, Philadelphia, Pennsylvania 2007 – 2012
The country's largest provider of cable services and one of the world's leading communications companies. Comcast delivers video, voice and data services nationally to residential and business customers.

Vice President – National Contact Center Operations, 2010 – 2012

- Targeted strategic reductions of a \$1.8B budget in areas of workforce management, 3rd party vendor management, desktop technology, call routing and IVR platforms for Comcast Contact Center Operations.
- Reduced costs by \$20 million annually consolidating national IVR platform, maximizing self-service utilization.
- Reduced 3rd party vendor expense by \$15 million leveraging IP agent, pooled agents and self-invoicing.
- Improved staffing efficiencies by over 5% across a national scope of responsibility; 70 internal contact centers, eight outsourced partners and 28,000 customer service agents.

- Brought full transparency to customer service organization by deploying and managing 4 World-Class Command Centers staffed with 290 WFM professionals.
- Implemented standards, tools and governance to maintain performance visibility of contact centers processing over 300 million calls annually.
- Established strategic roadmap for recognizing an additional \$50 million savings through consolidated enterprise workforce and virtualized call sharing.

Senior Director (Comcast) – Strategic Contact Center Operations, 2007 – 2010

- Designed and implemented the Southern Division Resource Optimization Center (ROC) to drive efficiency and maximize Customer Care resources for 20 contact centers and three outsourced partners.
- Reduced costs by \$14 million annually through improved forecasting, call routing, workforce utilization, 3rd party allocation and oversight, and dynamic resource management.
- Established a World Class Forecasting Model based on a common functional integration, approach, system design, and performance management model.
- Reduced costs by \$10 million annually by migrating 20 Dialogic IVRs to a single unified platform.
- Reduced costs by \$6 million through 10 second AHT reduction on call set-up.
- Maximized call sharing efficiencies between centers by designing advanced call routing schemes.
- Increased staffing efficiencies 30% by implementing a WFM software solution
- Developed Cognos customer care metrics reporting for performance KPIs across Southern Division
- Selected VOC vendor and deployed successful standardized survey program across 6000 customer account executives. Mindshare VOC adopted as Comcast standard.

CLEARTEL COMMUNICATIONS, Delray Beach, Florida 2003 – 2007
A Competitive Local Exchange Carrier (CLEC) and wholly owned subsidiary of MCG Capital Corporation that provides voice and data services nationally to residential and business customers.

Vice President – Customer Service and Contact Center Operations, 2003 – 2007

- Lead operations for two Contact Centers, a Network Operations Center, and a Billing Department.
- Develop effective strategies for delivering exceptional support to customers while controlling costs.
- Completed care integration through four acquisitions, consolidating offshore and onshore Contact Centers.
- Reduced labor expense by \$500,000 through optimization of resources in forecasting and staffing models.
- Reduced live representative call volumes 40% within prepaid product line with enhanced IVR flows
- Improved agent productivity by \$750,000 annually with key performance metrics program.
- Reduced employee turnover 35% through improved hiring practices, \$200,000 annual savings
- Reduced mean time to repair 20% through redesign of the Network Operations Center (NOC)

GENUITY / GTE-INTERNETWORKING, Milwaukee, Wisconsin 1998 – 2003
A company that offers high-speed Internet, networking, and telecommunications services to large corporate and government clients.

Director – Wholesale Sales, 1999 – 2003

- Managed a team of inside sales professionals that generated revenue through wholesale of IP services to the national and international ISP market.
- Surpassed expectations and delivered \$45 million in revenue for 2001 by expertly managing inside sales.
- Created successful strategies for marketing and selling IP transit, DialinX remote access, VoIP, private line, and ATM / MWS transport services off of Genuity's OC-192 Backbone.
- Grew inside sales channel 200% from 1999 to 2001 by successfully driving quota and go-to-market plans.
- Earned President's Club Award for achieving the highest ratio of sales to operating costs.

GENUITY / GTE-INTERNETWORKING

Account Manager, 1998 – 1999

EDUCATION

UNIVERSITY OF WISCONSIN, Milwaukee, Wisconsin
 Bachelor of Business Administration, Major in Finance

1987