

ERIC M FRIGGLE

VICE PRESIDENT OF OPERATIONS

Expertise in Operations Leadership, Financial Management, and Call Center Management

Versatile professional with 20+ years of experience in both financial leadership and call center roles. Goal-driven leader with a commitment to excellence. Strong contributor to business' success, leading by example, and delivering world-class service.

Areas of expertise include:

- Financial Reporting
- Workforce Efficiencies
- Process Reengineering
- Facility Relocation
- Financial Analysis
- Vendor Management
- Project Management
- Outsourcing
- M&A Integration

CAREER ACCOMPLISHMENTS

Spearheaded operations facility relocation achieving estimated \$25-\$30M annual save. Reported directly to Chief Operations Officer, supporting Operations department of over 1,000 full time, 500 outsourced and 350 temporary employees. Functions included: managing budget, reconciling errors/losses, staff management, and acting as liaison between operations and various departments, most notably Audit, Human Resources (HR), Finance, and Facilities. Excel in tracking and analyzing financial information and development of reports that facilitate educated decision-making at the executive level. Dramatically improved service delivery and financial operations of 3 different call centers by implementing more efficient forecasting and staffing models. Developed and implemented off-shoring strategy that saved in excess of \$6 million in annual call center costs.

PROFESSIONAL EXPERIENCE

COMPUTERSHARE, Jersey City, NJ

1999 – Present

Site Manager, Louisville/Vice President of Operations, 2012 - Present

- Lead Operations manager responsible for determining relocation site of Computershare (CPU) Operations infrastructure. Collaborated with 3 managers in process that included: working with consultants to identify location city, visiting and negotiating with multiple cities, and presenting findings, with recommendations to Board of Directors. Anticipated costs savings to company of \$25-\$30M annually, in salary and facilities savings.
- Head of shared services work stream to relocate approximately 600 Operations positions across 4 sites to one central location. Work stream consists of facilities, marketing, legal, technology, finance, project management, training, human resources, and communications. Accomplishments include:
 - Negotiate contracts with city for incentives and landlord for building
 - Oversee construction/deconstruction of new location to meet CPU standards.
 - Restacking existing locations to take advantage of vacancy
 - Marketing at new location to attract talent
 - Effective and timely internal communications
- Convey Operations financials on a monthly basis to Business owners to track product profitability.
- Work closely with various shared services, (HR, Audit, Finance, and Facilities) to ensure day to day operations remain fluid.
- Strong people management skills used to facilitate HR related employee issues.

Financial Manager/Vice President of Operations, 2007 – 2012

- Oversaw \$100M annual operations budget and finances for approximately 25 departments.
- Served as project manager for HR aspects of CPU merger with Bank of New York Mellon including consolidating multiple sites and coordinating staff reductions. Merger affected approximately 1,300 employees, of which 350 were released and 250 were impacted by centralizing locations.

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- Established culture of accountability by analyzing variances and plan discrepancies, including causes. Used information from analysis to reorganize departments and management structure to drive annual savings in excess of 5%.
 - Consistently achieved budgeted goals and informed management of expected variances (+/- 5%).
 - Effectively managed an increasingly expensive and unproductive call center vendor who was not meeting service level agreements (SLAs) by implementing changes to forecasting, scheduling, and gating, as well as negotiating more cost-effective contract.

Director of Work Force Management (WFM) / Contact Center, 1999 – 2007

- Supervised 6-person team that managed 300+ seat multi-location inbound call center (locations in Philippines, Texas, and New Jersey).
- Worked with existing senior call center management to reorganize management structure and redefine role and responsibilities of customer service representatives (CSR), supervisors, and managers.
- Cut per call costs 50% by conducting in-depth research of various outsourcing solutions that led to relocating call volume to Manila, Philippines.
- Lowered client complaints 10% and improved SLA performance by 65% within 1 calendar year by implementing model to forecast call volume and determine subsequent staffing needs. Boosted CSR productivity 40% and reduced average-speed-of-answer (ASA) by implementing tiered-gating strategy that routed additional call volume to under-utilized CSR's.
- Provided efficiencies for managing call center by creating new internal/external reports that tracked daily volumes, trends, and ASAs.

PRUDENTIAL, Woodbridge, NJ
Work Force Manager

1998 – 1999

MERRILL LYNCH, Somerset, NJ
Business Analyst/Work Force Analyst, 1996 – 1998
Customer Service Representative, 1995 – 1996

1995 – 1998

EDUCATION & CREDENTIALS

BA Mathematics – RUTGERS UNIVERSITY, Piscataway NJ
Treasurer & Founding Member Board of Directors – The Ellie Reynolds ALS Foundation, 2009 – 2015
Member Board of Directors – Oldham County YMCA, 2017 to Present