

IMANI HEYWOOD BORDERS

SENIOR CUSTOMER SERVICE AND CONTACT CENTER LEADER

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LEADERSHIP PROFILE

Senior customer service leader with 10+ years of service experience and 8+ years of people management across contact center, frontline, and back-office operations. Led service delivery supporting 140+ employees while directly managing teams of 11 customer support representatives and four customer success specialists. Experienced in hiring, onboarding, coaching, performance management, workforce planning, KPI and SLA reporting, escalations, quality, and process improvement. Delivered a 97% response-rate SLA, improved customer satisfaction by 20%, and reduced issue resolution time from seven business days to fewer than two.

CORE LEADERSHIP QUALIFICATIONS

Contact Center Operations	Frontline and Back Office	Manager and Team Development	Recruiting and Retention
Performance Reviews	Coaching and Training	KPI and SLA Reporting	Staffing and Workforce Planning
Quality Assurance	Escalation Management	SOP and Process Improvement	Cross Functional Leadership

PROFESSIONAL EXPERIENCE

Executive Operations Support | Independent Consulting, Remote

Nov 2022 - Present

- Manage complex scheduling, records, reports, expense tracking, vendor coordination, and executive communications for multiple clients while protecting confidential information.
- Prepare executive and board materials, maintain accurate operational documentation, and coordinate priorities across internal and external stakeholders.
- Identify workflow gaps, organize competing deadlines, and provide timely follow-through in fast-moving, service-focused environments.

Customer Success Manager | Independent Consulting, Remote

Nov 2019 - Nov 2022

- Managed four customer success specialists, assigned work, set service expectations, delivered ongoing coaching and performance feedback, and reinforced accountability for customer outcomes.
- Exceeded the team's annual response goal by maintaining a 97% SLA and used CRM reporting to monitor workload, response performance, customer activity, and follow-up completion.
- Partnered with Sales and Product to analyze customer behavior and user-experience trends quarterly, converting findings into recommendations for service, adoption, and retention.
- Led customer onboarding, online training, and best-practice webinars; generated utilization reports to strengthen product adoption and renewal conversations.
- Redesigned the client win-back process, increasing customer satisfaction by 8%, and oversaw implementation of new email marketing software ahead of schedule.

Customer Support Manager | Independent Consulting, Remote

Nov 2015 - Oct 2019

- Directed daily customer service operations spanning 140+ frontline and back-office employees while directly managing 11 customer support representatives in a distributed environment.
- Interviewed and selected candidates, supported hiring decisions, onboarded new employees, and strengthened performance through reviews, individual coaching, mentoring, career development, and clear expectations.
- Reviewed daily and weekly KPI reports covering productivity, staffing, quality, service levels, and customer outcomes; presented improvement recommendations to managers and department leaders.
- Served as the escalation point for sensitive, time-critical concerns and created customer support policies, SOPs, quality standards, and documentation to improve consistency.
- Increased customer satisfaction by 20% and reduced average issue-resolution time by more than 70%, from seven business days to fewer than two.

Travel Consultant Manager | Ohana Travel Services, Athens, GA

Apr 2017 - Apr 2020

- Managed a small service team and coordinated corporate, group, and individual travel while ensuring accurate, responsive support across domestic and international itineraries.
- Handled complaints, inquiries, payments, and time-sensitive disruptions with a focus on service recovery, documentation accuracy, and customer satisfaction.

Call Center Supervisor | Naranja LLC, Remote

Nov 2015 - Mar 2019

- Supervised and coached a customer service team, communicated performance expectations, scheduled coverage to maintain staffing levels, and resolved escalated customer concerns.
- Remained hands-on during peak demand, personally handling an average of 57 calls per day while maintaining accurate documentation and professional service.

Seasonal Tax Team Lead and Subject Matter Expert | TurboTax, Remote

Five Tax Seasons

- Led and supported seasonal tax specialists during high-volume filing periods, answered complex tax and product questions, coached performance, and resolved escalations.
- Reinforced quality procedures, reviewed financial and tax information for accuracy, and protected confidential customer data while supporting timely case resolution.

EDUCATION**Bachelor of Science in Healthcare Informatics and Administration** | In Progress

University of North Georgia, Watkinsville, GA

TECHNOLOGY

NICE IEX | ServiceNow | Jira | Salesforce | HubSpot | Zendesk | CRM Platforms | Workforce Management | Microsoft Office | Google Workspace | Reporting and Data Analysis