

TERRENCE OKAFOR

Customer Service Manager



Senior Customer Service leader with 14 years building and running contact centers across healthcare, telecom, and insurance. Currently oversees a 180-seat operation with two BPO partners across the Philippines and Colombia. Owns a \$9.2M operating budget and reports CX metrics directly to the COO.

CONTACT INFORMATION

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EDUCATION

- M.B.A., Carlson School of Management, University of Minnesota, 2015
- B.A. Economics, Marquette University, 2010
- COPC Certified Implementation Leader, 2018

KEY SKILLS

- Multi-site and BPO management
- Operating budget ownership (\$5M+)
- Workforce management and forecasting
- CRM and IVR strategy
- Vendor selection and contract negotiation
- Executive reporting and board updates
- CX strategy and journey mapping
- Salesforce Service Cloud, NICE CXone, Genesys
- P&L and cost-per-contact modeling
- Leadership development

PROFESSIONAL EXPERIENCE

- Director of Customer Service, Northgate Health Plans, Minneapolis, MN | 2020 to Present**
2020 – Present
 - Oversee 180 agents, 12 supervisors, and 2 offshore BPO partners supporting 1.4M plan members.
 - Manage a \$9.2M annual operating budget and have come in under plan three years running.
 - Drove member CSAT from 78 to 91 and lifted NPS by 22 points after rebuilding the IVR and agent routing logic.
 - Negotiated a BPO contract renewal that saved \$1.6M over three years while tightening QA standards.
 - Sit on the CX steering committee and present monthly to the executive team on call drivers and member sentiment.
- Senior Manager, Customer Care, Cobalt Wireless, St. Paul, MN | 2016 to 2020**
2016 – 2020
 - Ran a 95-agent care center for a regional carrier with 620,000 subscribers.
 - Stood up the chat channel from zero to 38% of contact volume in 14 months.
 - Reduced agent attrition from 41% to 19% through schedule flexibility and a tenure-based pay band.
 - Led a 9-month CRM migration to Salesforce Service Cloud with no SLA breach during cutover.
 - Built the QA, WFM, and training functions as standalone teams instead of supervisor side duties.
- Customer Service Manager, Cobalt Wireless, St. Paul, MN | 2013 to 2016**
2013 – 2016
 - Managed 28 agents on a retention and win-back queue, hit save rate of 64% against a 55% target.
 - Designed the agent leveling framework (CSR I, II, III) still in use across the contact center.
 - Partnered with finance to model the cost-per-contact and brought it down from \$7.40 to \$5.10.
 - Coached two supervisors who later moved into manager roles.
- Customer Service Supervisor, Greatlakes Mutual Insurance, Madison, WI | 2010 to 2013**
2010 – 2013
 - Supervised a 16-agent claims intake team handling 1,800 first notices of loss per week.

- Cut average claim intake time from 14 minutes to 9 through a guided script rebuild.
- Owned the call quality program and trained 5 leads on coaching frameworks.
- Ran the on-call rotation for storm events; coordinated surge staffing during 2011 tornado season.