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| **Rashan Thompson** | Rashan@rashanthompson.com  (973) 715-4404  [www.linkedin.com/in/rashan](http://www.linkedin.com/in/rashan) |

**Senior Operations & Customer Support Leader Driving Customer Success, Revenue Growth, and Operational Excellence**

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Experienced executive with over 15 years in operations leadership, specializing in customer support, client satisfaction, revenue optimization, and digital transformation. Proven track record in contact center management, vendor negotiations, and process improvement to enhance efficiency, drive growth, and build strong client relationships. Skilled in leveraging AI, automation, and data-driven strategies to achieve measurable results and exceed business objectives. Proficient in implementing customer success frameworks, optimizing Customer Lifetime Value (CLTV), and developing retention strategies to enhance client loyalty and drive revenue growth. Proven client engagement and retention expertise, leveraging customer feedback and success frameworks to drive long-term loyalty.

### Areas of Expertise

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| * Contact Center & Client Operations * Business Process Innovations * Vendor Management * Customer Success & Onboarding * Project Management * Go to Market Strategies * Continuous Improvement | * Account Management * Sales Operations * Data Analytics & KPI Optimization * Cloud Telephony * Agile Delivery Methodologies * New Product Releases | * Cross-Functional Collaboration & Leadership * Start-Ups Development * Technical Strategy * Operational Reengineering * Turnaround Management * Quality Assurance Strategies * Revenue Operations |

### Professional Experience and Accomplishments

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**Senior Principal**

Slalom | April 2022 – August 2024

* Reimagined contact center for a global pharmaceutical company using AI and automation, reducing contact center volume by 37%.
* Drove 2x account growth through cross-functional collaboration with sales and marketing.
* Managed project budgets across multiple clients using Power BI and Salesforce CRM, ensuring profitability and operational success.
* Enhanced client engagement through continuous feedback loops, achieving a 97/100 customer satisfaction score and increasing Customer Lifetime Value.
* Used robotic process automation (RPA) to cut DevOps testing time by 70%, significantly enhancing project delivery speed.

**Founder and Technology Strategy Consultant (Independent Contractor | Self Employed)**

Connective Technologies | July 2019 – April 2022

* Founded a consultancy providing technology consulting and implementation support to small and mid-sized businesses, enhancing operational efficiencies and achieving client goals.
* Established partnerships with offshore vendors for technical development and PMO support.
* Developed contact center strategies that improved first-call resolution by 25% through workflow optimization and AI integration.
* Built customer success frameworks to drive client retention and growth, leading to a 35% revenue increase for a technology client.
* Designed and executed retention strategies focused on first-call resolution and workflow optimization, achieving a 25% increase in Customer Lifetime Value.

**Salesforce Practice Director and Engagement Leader**

Cognizant Technology Solutions | November 2018 – July 2019

* Partnered with the Sales team to identify new project opportunities, resulting in a 20% increase in sales.
* Applied customer success frameworks to improve client engagement by 25%, aligning solutions with client needs to enhance Customer Lifetime Value.
* Developed client engagement strategies with C-level executives, resulting in more substantial alignment on digital transformation goals and improved customer loyalty.
* Led a global cross-functional team in designing a healthcare portal, improving access to patient data and reducing user access time by 30%.

**Director of Technical Solutions**

Conduent Pharma Life Sciences & Provider Services | January 2018 – May 2018

* Transformed a state government contact center with digital tools, reducing reliance on live agents through self-service portals.
* Established customer success frameworks to support long-term client relationships, leading to a 10% operational cost reduction and increased customer satisfaction.
* Spearheaded client retention strategies, improving customer lifetime value by incorporating automation and customer feedback mechanisms.

**Director of Technical Service Delivery**

Conduent Pharma Life Sciences | September 2015 – January 2018

* Boosted CSAT by 20% through targeted client engagement strategies, optimized workforce performance, and streamlined service delivery.
* Led cross-functional teams to implement AI-driven customer success frameworks and CRM solutions, achieving a 10% increase in operational efficiency and enhanced Customer Lifetime Value.
* Partnered with sales teams to secure $70 million in new business by showcasing innovative technology solutions.
* Spearheaded a Salesforce Lightning upgrade, reducing workflow steps by 40% to improve team productivity.
* Directed a multi-regional team, achieving a 40% defect reduction and ensuring high-quality client deliverables across technical solutions, fostering high client satisfaction and operational excellence.

**Technology Strategy Consultant (Independent Contractor | Self-Employed)**

Strategic Service Group | January 2006 – September 2015

* Founded a consultancy to help small and mid-size businesses grow by leveraging technology.
* Delivered 100% on-time and within budget projects by applying agile methodologies and lean practices.
* Accelerated the sales cycle by 45% and increased average contract value for a startup technology client by deploying Salesforce CPQ, optimizing revenue operations and customer acquisition.
* Designed data-driven dashboards for hospital systems, enhancing data analytics.
* Integrated Salesforce CRM with IVR systems, reducing average call times by 15% and boosting First Call Resolution (FCR) and Customer Lifetime Value for a telecommunication client.
* Built a state-of-the-art contact center for an online startup, selecting, negotiating, and implementing CRM, IVR, and ACD systems and developing contact center KPIs
* Integrated Salesforce CRM with IVR systems across client accounts, reducing average call times by 15% and boosting First Call Resolution (FCR) and Customer Lifetime Value.

### Education

Bloomfield College – History

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### Technology Experience Highlights

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| * Generative AI * Salesforce CRM * Amazon Web Services * Microsoft Dynamics CRM * Copado CRT | * Informatica * JIRA * Tableau * Micro Strategies * Google Cloud Platform | * NICE inContact * Zoho CRM * Microsoft Azure * Apptus * SmartSheets |