

SUSAN BAHLINGER

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AREAS OF EXPERTISE

- **Customer Service Management**
- **Customer Care**
- **Incident Management**
- **Training & e- learning Programs**
- **Coaching Program Development**
- **Competency Modeling**
- **Behavioral Interviewing**
- **Process Improvement**
- **Metrics Tracking/Reporting**
- **IT Business Partner**
- **Cross Functional Collaboration**

CAREER HIGHLIGHTS

- Extensive customer service management and training experience, including managing teams of 50-75 representatives providing global service and sales support.
- Recognition by peers and management in the ability to build corporate wide relations, and a robust call center performance and engaged representatives for superior customer service satisfaction ratings.
- Demonstrate strong work ethics through high moral standards, accentuating the importance of teamwork and ownership of performance to create a healthy work environment, exceeding customer, management, and employee expectations.
- Acknowledge by peers, managers, and customers as a subject matter expert on customer service, training, supervisor coaching and SAP systems.
- Launch and manage a recruitment process improvement; implement structured 1st and 2nd interviews using Lominger behavioral competencies and questions, reducing team attrition from 12 % to 2% within one year.
- Created and implemented the Trend Coaching program in all US call centers to identify negative tendencies in call center performance, improving rep performance, resulting in call assessment rating from 93% to 98%.
- Collaborate with IT to identify and implement customer programs in SAP to address missing documentation pages, availability of company products and alternate solutions for back order items, resulting in adherence, and improve accuracy of product availability and obtainability reducing the number of escalated customer calls by 20%.

PROFESSIONAL EXPERIENCE

Millipore Sigma – St. Louis, Missouri

1989- Present

Customer Service Training Manager (January 2017 – Present)

Promoted to position to lead efforts on training related to several large system and program upgrades

- Developed and delivered new hire training and quarterly refresher classes, as well as training curriculum for Customer Service and Sales Support functions.
- Determined and developed curriculum, including on-line training, for Customer Service representatives.
- Integrated and standardized new hire training programs and classes across newly merged company.
- Managed new employee experience and on boarding process by implementing “Mentoring Program” to assist new reps to a successful transition in their role and the call center environment.
- Conducted surveys to develop consistent company-wide job descriptions for Customer Service Reps based on a proven competency model using the Lominger Behavior model.
- Created an interview simulation module for Customer Service candidates across the organization.
- Adopted process results for review by the Hiring team to assess candidate competencies necessary to perform in the Customer Service Representative role, improving the consistency and the effectiveness of the hiring process.

Customer Service Supervisor (October 1998 – December 2016)

Responsible for the support of several customer service teams and coaches who provided research for customers through all US call centers (Staff 50-75)

- Managed customer service Escalation Desk and Team Coaches
- Established Escalation Desk to assist front line Customer Service Representatives to address escalated customer issues such as product availability or delay in shipment of products.
- Created and implemented the Trend Coaching program in all US call centers ensuring consistency in representative/coach relationship, improving representative performance and employee satisfaction
- Developed a structured behavioral based 1st and 2nd interview tool which included questions and a candidate assessment form
- Managed an e-Commerce team in which 80% of daily orders were processed electronically, fulfillment and shipped time within 24 hours
- Collaborated with IT and Right Now Subject Matter Experts, suggesting the location of the chat function be easier to access up front, and created FAQs to add to website assist customer on line reducing the need to contact the Customer Service team
- Lead in conducting ISO 9000 and 9001:2015 audits and created Standard Operating Procedures for US call centers
- Contributed to the department dashboard focusing on key performance indicators by maintaining customer volume and abandon calls stats, Quality complaints, customer satisfaction from email and phone surveys and turnover rates based on internal/external moves

Customer Service Representative (March 1989 – October 1998)

Responsible for interacting and supporting customers on behalf of the company

- Responded to incoming phone and email volume to process orders and manage customer complaints
- Provided information about new classroom and e-learning training products and services

EDUCATION

- Webster University - MA Human Resources Development (2011)
- BA Human Resources Management (2008)

Women in Leadership 2012

Attended and participated in monthly meetings/presentations addressing issues of unconscious bias and enlisting the support of both women and men to develop solutions that support the advancement of women within their organizations and industries.

TRAINING/TRAINING KNOWLEDGE

- Certified to conduct audits in ISO 9000
- Learning Management System used to house training curriculum and test scores for new hire classes
- SAP PRD (production), STN (staging), TRN (training), Right Now by Oracle, Microsoft Office Suite

VOLUNTEER AND SERVICE

- Our Little Haven volunteer and Fundraiser Chair (1997-2012)
- United Way Coordinator at Sigma - Aldrich (2011-2015)
- Susan B Komen Race for the Cure – Sponsor/Captain for annual walk (2014-2017)