

Mr. Timothy Weston

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Strategic & Data-Driven Leadership:

- Proficient in leveraging pertinent Key Performance Indicators (KPIs) to optimize business scope, continuously re-evaluating efficacy to maximize Return on Investment (ROI).
- Fluent across diverse data analytics platforms, facilitating the compelling delivery of insightful infographics, dynamic dashboards, and comprehensive reports tailored for frontline, senior leadership, and C-Suite stakeholders.

Technical Support & Escalation Management:

- Consistently cultivates premier support teams that seamlessly integrate highly time- and cost-efficient processes with an unparalleled white-glove customer experience.
- Expertly navigates complex internal and external escalations, ensuring judicious resolution and appropriate communication while conducting rigorous root cause analyses to proactively mitigate future occurrences.

Sales & Revenue Generation:

- Applies motivational and forward-thinking leadership tenets to team management, consistently fostering over-performing and strategically proactive sales forces.
- Imparts advanced contact methodologies that cultivate enduring customer relationships and drive substantial, sustained recurring revenue growth.

Influential C-Suite Communication:

- Delivers impactful executive-level presentations (Quarterly Business Reviews/Profit & Loss statements) and furnishes critical insights that directly inform C-Suite strategic direction.
- Architects C-Suite and Senior Executive-centric dashboards and reports, enabling both immediate tactical decision-making and robust long-term strategic planning.

Process Optimization & Operational Excellence:

- Enhances operational efficiency through the strategic implementation of productivity tools, meticulous process streamlining, and the dedicated mentorship of high-performing teams.
- Methodically reviews and meticulously documents baseline processes to facilitate the efficient reconstruction and enhancement of workflows, ensuring maximal stability and cost-effectiveness.

Empathetic, People-First Leadership:

- Cultivates high-performing teams by assiduously understanding and engaging each member, aligning individual aspirations with overarching team and organizational objectives.
- Renowned for fostering profoundly cohesive teams through consistent team-based initiatives, collaborative best-practice sharing sessions, dedicated mentoring engagements, and other synergistic team-building events.
- Forges robust client and customer relationships by empowering individual agents to optimally leverage their unique talents in client interactions.
- Nurtures a potent personal and team culture predicated on the foundational principles of honesty, mutual respect, unwavering transparency, and continuous professional growth.
- Instills an ardent passion for personal career advancement and individual growth through curated educational resources, challenging individuals to transcend their comfort zones to achieve and develop through judiciously delegated assignments, impactful projects, and compelling presentations.

Areas of Expertise

<u>Team Leadership</u>	<u>Training / Development / Mentoring</u>	<u>Cross-Team Collaboration / Management</u>	<u>Analytics / KPIs / Metrics / Trends</u>
<u>Financials / Budgeting / Forecasting</u>	<u>Customer Experience Strategy</u>	<u>Strategic Planning</u>	<u>Time management</u>
			<u>De-Escalation Techniques</u>

Certificates / Technical Proficiencies

Agile Courses: Software Development, Continuous Improvement, Project Leadership

Scrum Courses: The Basics

Building and Mapping User Stories, UX Research: Journey Mapping

Leadership Courses: Collaboration Principles and Process

Software Proficiencies: CSG, Google G-Suite, MS Office, Salesforce, Medallia, Tableau, Zendesk, Jira, Confluence, Google Looker Studio, Genesys, Five9, Gong, Lucidchart

Programming Languages: Basic, Visual Basic, SQL, C++, Python

Work Achievements

05/2022 – 03/2025

Quincy, Massachusetts, United States

Senior Operations Manager Breezeline

- **Spearheaded a cross-functional analytics and testing team**, delivering pivotal insights that directly informed C-Suite strategy and catalyzed significant operational improvements (managing 3 analysts, 15 support/sales representatives).
- **Orchestrated the successful management of over 20 intricate projects**, encompassing comprehensive commission overhauls, the development of robust revenue/churn/retention dashboards, and the meticulous oversight of multi-organizational budgets.
- **Pioneered the development of Key Performance Indicators (KPIs)** that demonstrably escalated revenue and productivity, ensuring profound alignment with overarching company objectives.
- **Generated substantial cost savings of \$1.5 million** through the optimization of complex commission processes, concurrently ensuring 100% on-time delivery.
- **Consistently delivered impactful executive-level presentations** on a fixed cadence for all frontline departments,

Work Achievements

11/2019 – 04/2022
Manchester, New Hampshire, United States

providing critical insights into Quarterly Business Reviews (QBR) and Profit & Loss (P&L) statements.

- **Significantly enhanced mobile platform quality**, resolving over 500 bugs; actively contributed to AI chatbot integration and engineered real-time reporting mechanisms to achieve 80%+ service levels.

Supervisor, Customer Account Management Comcast Business

- **Consistently surpassed annual revenue goals by an impressive 115%** while strategically managing a high-performing team of 10 B2B Internet/SaaS Customer Account Managers.
- **Elevated operational efficiency** through the judicious implementation of productivity tools and the development of a real-time sales KPI dashboard, providing frontline leadership with actionable insights (ACV, CLV, Average lead time, New leads).
- **Resolved a protracted Salesforce reporting challenge** by meticulously identifying malformed data, thereby substantially enhancing data accuracy and reporting velocity.
- **Bolstered customer retention and growth** by spearheading a novel client relationship contact initiative that demonstrably increased close rates with existing accounts.
- **Achieved and sustained exceptional customer satisfaction**, evidenced by Net Promoter Scores (NPS) consistently exceeding 70.

04/2017 – 11/2019
Hudson, New Hampshire, United States

Supervisor, Business Customer Care Comcast Business

- **Provided comprehensive training and mentorship to 40 Customer Account Executives**, including the strategic development of emerging leaders.
- **Augmented the productivity of a 10-member B2B Support team by an impressive 25%** through effective and proactive management methodologies.
- **Elevated customer satisfaction** by refining troubleshooting protocols, enhancing customer engagement, and fostering critical thinking skills, resulting in an average team NPS exceeding 70.
- **Systematically documented and comprehensively overhauled internal processes**, thereby strengthening team communication and bolstering knowledge retention.
- **Maintained an exemplary 90% first call resolution rate for customer issues**, optimizing service delivery.
- **Adeptly managed a diverse array of Key Performance Indicators (KPIs)**, including First Call Resolution (FCR), Average Handle Time (AHT), Customer Satisfaction (CSAT), Time to Resolution (TTR), and Average Tickets.
- Directed the Static IP recapture project, successfully **recovering over 5,000 IPs and generating a substantial \$1.2 million in recurring revenue**.

08/2015 – 04/2017
Hudson, New Hampshire, United States

Corporate Escalation Team (Business) Comcast Business

- **Achieved 100% SLA compliance** in the meticulous management of regulatory and commercial escalations (FCC, BBB, PUCs), maintaining a team-leading 2-day resolution rate by leveraging in-depth knowledge of relevant federal, state, and local telecom policies and timelines.
- **Increased Net Promoter Scores (NPS)** through the strategic development and deployment of advanced customer de-escalation strategies.
- **Mitigated customer escalations by 10% year-over-year** through the rigorous implementation of effective preventative and corrective measures, informed by thorough root cause analysis.
- **Delivered over \$3 million in cost savings** via the strategic management of credits and customer settlements.

Education

08/2015 – 01/2020
Manchester, USA

Management and Operations | Master of Business Administration - MBA Southern New Hampshire University

GPA: 3.97

08/2006 – 01/2010
Salem, USA

Political Science and Government | Bachelor of Science - BS Salem State University

GPA: 3.45, Internship United States Senate. Pi Sigma Alpha - Rho Sigma Chapter (The National Political Science Honor Society)

Previous Work / Volunteering

05/2025 – present
North Chesterfield, USA

Secretary AM Davis PTA

10/2012 – 07/2018
Manchester, United States

Business Technical Support Agent Comcast

Technical support for High Speed Internet (Cable), IP-Phone, Television, SaaS, IP / Networks

11/2004 – 06/2006
Beverly, United States

IT Manager Pike Communications

IT Manager

Spearheaded deployment of a new call center

Maintained network, call system and equipment for 65+ stations