

PROFILE

Mike Stokes **Senior Consultant**

Mike is a proven strategist and consultant with 23 years of contact center experience. His clients benefit greatly from his extensive operations management and technology expertise.

Previously, Mike served as VP and Operations Leader for two large financial services firms where he was responsible for multi-site contact centers and supporting operations. In these roles, Mike and his team owned all aspects of the contact center vision, planning, production operations, and change management. As a result of his leadership, talents, and initiatives, the contact centers delivered very high service levels and award-winning customer satisfaction as measured by external industry firms, achieving the #1 position for over eight years.

The majority of Mike's career has focused on consulting and managing client projects, with an emphasis on contact centers and improving customer interaction through optimized processes, best practices, and enabling technology. For example, Mike has been instrumental in a wide variety of client projects, including: Developing plans and business cases, and successfully implementing all primary contact center technologies including CRM, ACD, IVR, CTI, QM, WFM and related systems integration projects; Developing and implementing large scale, enterprise business resiliency programs to support Y2K and the post 9/11 business environments; Managing and implementing large client consulting projects in vertical industries (including financial services, insurance, utilities, manufacturing, consumer products, healthcare and others) from strategy through technology procurement and oversight of implementation planning; Assisting clients with the development of self-service strategies to support the contact center; and Managing supplier interaction on behalf of contact center clients with all major industry leaders such as Avaya, Aspect, IBM, IEX, and many others.

Mike has a B.S. in Business Administration from Massachusetts College of Liberal Arts and is a certified 6 Sigma Green Belt. He lives in Holden, Massachusetts with his wife and two daughters. He enjoys the challenge of perfecting his photography skills, snow skiing, and traveling with his family.

