

PROFILE

Steve Suhn Consultant

Steve is a highly regarded contact center operations professional with the unique ability to see the big picture and apply innovative solutions that drive valued and measurable results for clients. His 26 years of operations experience come from a wide variety of markets, including Airline and Hotel Reservations, Telecommunications, Insurance, Catalog and Retail Sales, Wireless Telecommunications and Data.



Steve has successfully planned and directed a comprehensive range of domestic and international operations including contact center startups, consolidations, outsourced management, labor contracts and multi-center networks ranging in size from 50 to 7,500 employees.

A sampling of his recent accomplishments includes: Consolidating call center operations for four companies and 12 centers into one virtual operation; Developing and implementing dashboard reporting at the representative, center and enterprise level providing immediate performance feedback on service and financial reporting; Implementing a network workforce management system consolidating three legacy systems in 12 autonomous centers into one virtual operation; and Developing a consolidated call handling group, routing and capacity plan providing the ability for inter-company centers to cross-utilize resources to reduce outsourcing and operating costs.

Steve's international expertise is continually in demand. For example, he has conducted feasibility studies regarding data and telecommunications systems and costs for regional service centers in India and South America, as well as completed a project implementation plan for a regional service center in Dubai, UAE. He has opened a reservations center in Singapore offering toll free service to seven Asian countries, implemented new telecom systems and networks in Brussels, London, Toronto, Mexico City, Singapore and Sydney, as well as developed North American and International Disaster Recovery plans for a major Hotel and Hospitality Company's Reservation Sales Offices.

Steve has completed studies in Cultural Anthropology at University of Northern Colorado, International Relations and Philosophy at Arizona State University, and African Political and Cultural Development at University of East Africa, Nairobi, Kenya. Steve's pastimes include reading, travel, and having a great dinner with a few close friends.