



APEX PERFORMANCE INSTITUTION

CONTACT CENTER OPERATIONS | WORKFORCE MANAGEMENT | PERFORMANCE
IMPROVEMENT | LEADERSHIP DEVELOPMENT | PROGRAM MOBILIZATION

"WE BUILD SOLUTIONS THAT CHANGE BEHAVIORS AND DELIVER RESULTS."

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SAM.GOV Current

20+ years leading regulated Fortune 500 contact center operations at 800+ agent scale — API integrates with your leadership team instead of layering in another staffing vendor.

THE API 5 I's FRAMEWORK



INSPECT



IDENTIFY



INSTRUCT



IMPLEMENT



IMPROVE

CORE COMPETENCIES

- **Contact Center Operations** — executive oversight of daily operations, customer experience, and government support functions.
- **Workforce Management** — forecasting, capacity planning, scheduling/adherence, intraday management.
- **Program Mobilization & Transition** — operational readiness, workforce ramp-up, stabilization.
- **Quality Assurance & Improvement** — identifying quality gaps, addressing root causes, and driving continuous performance improvement.
- **Leadership Development** — developing leaders who inspire teams, drive accountability, and deliver results.

REPRESENTATIVE EXPERIENCE

- Led operations supporting 800+ agents across multiple sites.
- Operational startups, migrations, workforce ramp-up, and stabilization.
- 20+ years across financial services, healthcare, insurance, automotive, mortgage servicing, and BPO.

IDEAL TEAMING OPPORTUNITIES

Federal Contact Centers

Citizen Services

Customer Experience

Workforce Management

Quality Assurance

Program Mobilization

Contract Transition

Program Recovery

TECHNOLOGY EXPERIENCE

Amazon Connect

Genesys Cloud

NICE IEX WFM

Verint WFM

Power BI

Microsoft Teams

WHY TEAM WITH API

- **Executive leadership:** 20+ years directing large-scale contact center operations.
- **Scale:** proven experience scaling established programs and taking new operations from concept through launch, ramp up, and full operational readiness.
- **Regulated environments:** financial services, healthcare, insurance, automotive, mortgage servicing, BPO.

NAICS 541611 Mgmt Consulting (Primary) • 561422 Contact Centers • 561421 Answering Svcs • 611430 Mgmt Training • 611710 Educational Support • 541612 HR Consulting • 541618 Other Mgmt Consulting • 561110 Office Administrative Svcs • 611699 Other Schools & Instruction • 611691 Exam Prep & Tutoring • 541613 Marketing Consulting

THE GAP BETWEEN POTENTIAL AND PERFORMANCE IS EXECUTION.

API CLOSES THE GAP.

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