

Christopher Dunning

1015 Bloodworth Lane, Pensacola

850-512-8727

Christopher_Dunning@NavyFederal.Org

Employee ID 41688



Professional Summary

Results-driven professional with extensive experience in financial services, contact center operations, and regulatory compliance. Proven track record of leadership, project management, and strategic planning. Advanced skills in digital communication, analytical thinking, and problem-solving in fast-paced environments.

Core Strengths and Achievements

- Championed and implemented Agile-driven process improvements, leading to an 81% reduction in call volume and generating over \$80,000 in annual savings, showcasing a strong ability to optimize operational efficiency.
- Proven track record in fostering team agility, adaptability, and continuous improvement.
- Demonstrated success in quickly adapting to changing priorities and delivering effective solutions under pressure.
- Highly skilled in a range of technical tools including AEM (Enet Contributor), SharePoint, Adobe Illustrator, and Adobe Analytics, SQL, along with proficiency in Photoshop and various Contact Center skills (Assist, Fraud, Credit Cards, and Account Services).
- Diplomatic and tactful interaction with staff, management, vendors, and members
- Certified Scrum Master - ID001623031

Professional Experience - Navy Federal Credit Union: June 2013 – Present

CCO Supervisor: March 2019 - Present

CCO Account Services: September 2020 – Present

CCO Fraud & Digital: March 2019 – September 2020

- Awarded Exceptional Performance review 2023
- Supervisor of the Quarter 2021 & 2022 & 2023
- Lead advocate – Responsible for promoting cross-departmental collaboration, increased engagement, and courageous communication amongst peers. (Account Services)
- Act as a single point of contact for all uncertainties in the contact center (Fraud & Digital Branch), aggressively pursue root cause of service failures; communicate regularly to the manager on duty.
- Drives positive work environment that challenges employees and promotes professional growth and development.
- Enet Team lead accountable for overseeing the re-branding of the Fraud & Digital merger.
- Assisted in various tasks, Including Assist Line training, designing the branch website, and created standard operating procedures for peers and collaborating branches.

Training Instructor I: August 2018 – February 2019

- Provides informational, technical, and procedural guidance to MSRs, Team Coaches, Quality Service Specialists, and Supervisors through classroom instruction, one-on-one counseling, and the CCTrainFraud box
- Facilitates engaging classroom interactions to build rapport with trainees and communicate.
- Effectively counsels trainees and writes detailed, objective, and concise documentation.
- Sets clear performance standards and expectations through collaborative discussion with trainees.
- Collaborates and participates in cross-functional, multi-dimensional teams and projects to create process improvements.