

# Christopher Dunning

1015 Bloodworth Lane, Pensacola

850-512-8727

Christopher\_Dunning@NavyFederal.Org

Employee ID 41688



## Core Strengths and Achievements

---

- Exceptional Performance Review as Contact Center Supervisor 2024
- Supervisor of the Quarter 2021 & 2022 & 2023
- Awarded Supervisor II 2022
- 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.
- Highly skilled in a range of technical tools including AEM (Enet Contributor), SharePoint, Adobe Illustrator, and Adobe Analytics, along with proficiency in Photoshop and various Contact Center skills (Assist, Fraud, Credit Cards, and Account Services). Embraces the principles of Agile to drive innovation and efficiency in all technological endeavors.

## 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

- 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 responsible for rebranding the merger for Fraud & Digital.
- Assisted in various tasks, Including Assist Line training, designing the branch website, and created standard operating procedures for peers and collaborating branches.
- Responsible for meeting and exceeding the established metrics for the center, training, and development of Fraud and Digital service member representatives and maintaining a high level of employee engagement within the center.

### 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.