

Jason Jones

Coaching makes perfect!

Duluth, GA 30096

jamajo1978@gmail.com

+1 404 322 8304

I am a highly intelligent, multi-skilled people manager seeking a long term growth opportunity at your company. My background is in IT/ Network management, Call center management, Vendor Management Process Management and Project Management. In other words, 'I Manage Stuff!' Did I mention I'm a licensed Property & Casualty Insurance agent in 50 states.

I believe the key to success in business is to focus on the customer experience, care for the needs of your team, and prepare for obstacles. I have had the privilege of leading wonderful teams the most highly skilled individuals over the last 15 years. I am grateful for the opportunity to lead in your organization next.

Proficiencies:

Knowledge of Automated Distribution Software and applications such as MS Office including PowerPoint and Project, Outlook, ECT.

Database structures, LAN, PC and Mac troubleshooting.

NICE, Oracle, Avaya, VoIP.

Global Contact Center experience in a multi-center environment.

Managing and creating complex process flows the triage methods.

Willing to relocate: Anywhere

Authorized to work in the US for any employer

Work Experience

Business Owner

Versatile Solutions - Atlanta, GA

October 2011 to Present

Versatile Professional Solutions (VPS) LLC is the anchor company and brand I founded and build since early 2012. Originally a computer network support and repair service, it has evolved many times of the years to accommodate the technical needs of the client. Now Versatile Solutions (Dba) primarily represents my Digital Marketing endeavors. VPS functions as a digital assets holding company, which currently owns over 1,000 premium internet domain names.

As the primary contact and digital assets manager, I focus on the acquisition, development, monetization, management and ultimately the sell of the domain name to the end user.

Versatile Professional Solutions also provides small business consulting services to young entrepreneurs and start-up.

This company is 100% virtual and a 90% hands off/ residual income generator. It does not conflict or interfere with any career /job commitments.

Operations Team Manager

TTEC - Duluth, GA

October 2018 to July 2020

Responsible for leading and developing Licensed P&C insurance agents to achieve key performance metrics and business goals.

Accountable for executing and meeting hourly and daily metrics.

Manage the performance and professional development of direct reports through frequent coaching.

Monitor work schedules and proactively manage resources to maximize daily productivity and utilization.
Monitor payroll hours.

Utilize operational performance reports to determine opportunities for improvement of key metrics

Execute strategies and action plans to achieve results

Develop agent's knowledge of the auto insurance industry and promote best practice adherence.

Collaborate with Training Manager and Quality Manager to ensure process adherence.

Ensure associates adhere to USAA technical accuracy standards and ensure associates comply with all local state and federal laws.

Inspire associates to deliver a consistent best in class customer experiences.

Trainer

TTEC - Duluth, GA

October 2018 to March 2019

Proctor new hires and prep for the Georgia P&C Insurance Agent Exam (2 weeks)

Facilitate the USAA Personal Lines Agent New Hire Training Program (10 weeks)

Supervise and coach new hires during nesting (3 weeks)

Collect and submit training records, new hire performance and new hire attendance records and surveys.

Assists with the tracking of certification, licensing and Continuing Education requirements for all new hires and production agents

Deliver new hire product training and production upskill training for USAA API product lines. (Auto, VPP, Renters Insurance).

Transfer knowledge, increases skills, manage performance, and encourage and engage attendees.

Coordinate training sessions (e.g., communications, schedules, meeting rooms, participant information, workbooks, etc.) to ensure logistics are invisible.

Ensure that the environment is for optimal learning.

Participated in train the trainer sessions with the USAA training team at San Antonio headquarters to learn new product roll outs and help develop new training materials and operational processes that will be executed at the Enterprise level.

Assists with other TTEC or client specific training programs as needed.

Other duties as Supervisory and disciplinary skills, as well as team lead functions until all agents are assigned to their permanent team leads.

Facilities Manager

Versatile Solutions - Atlanta, GA

June 2016 to October 2018

Owner operator / contractor of Versatile Solutions Property Management inc.

- Provided professional cleaning services for City of Atlanta school system, Including carper cleaning and floor waxing services.
- Maintained several public properties throughout the city including Beecher Elementary & Cascade Elementary
- Provided overnight deep cleaning services for local restaurant chains and nigh clubs.
- Licensed , Bonded & Insured

Restaurant General Manager

Wings Express Takeout - Atlanta, GA

April 2009 to June 2018

Owner /operator of Wings express Takeout restaurant.

Owner /Operator of "A Wing & A Prayer" food truck.

Operations Manager/Project Manager

AT&T - Atlanta, GA

October 2002 to March 2011

Global WFM Manager - Bellsouth AT&T

Vendor Manager - Bellsouth AT&T

IT Project manager- Bellsouth

Helpdesk Process Manager SME- Bellsouth

KB Technical Writer - Bellsouth

ASG Help desk Manager- Bellsouth

ASG Technical IT Specialist

Education

Certified and Licensed in Property & Casualty Insurance

Kaplan University - Atlanta, GA

October 2018 to January 2019

Technical Diploma in Project Management

Gwinnett Technical College - Lawrenceville, GA

April 2009 to June 2011

Diploma in Information & Network Technology

Computer Learning Center - Norcross, GA

June 2001 to October 2002

Bachelors equivalent in Hands on Training

Skills

- Insurance Property Management (2 years)

- Project Management (10+ years)
- Process Improvement Management (10+ years)
- Call Center Management (5 years)
- Six Sigma (1 year)
- Vendor Management (5 years)
- Contractor Management (2 years)
- Workforce Management (3 years)
- Facilities Management (3 years)
- Negotiation
- Process Improvement
- Networking
- Microsoft Office
- Help Desk
- IT Project Management
- VoIP
- LAN
- IT

Certifications and Licenses

Property and Casualty License

October 2018 to October 2021

Licensed in 49 states including NY, NJ, and Hawaii

ServSafe Food Protection Manager

Insurance Producer License

PMP

Food Handler Certification

Assessments

Sales skills — Highly Proficient

February 2021

Influencing and negotiating with customers

Full results: [Highly Proficient](#)

Management & leadership skills: Planning & execution — Proficient

February 2021

Planning and managing resources to accomplish organizational goals

Full results: [Proficient](#)

Customer service fit — Proficient

June 2019

Assesses personality traits that result in high-quality customer service.

Full results: [Proficient](#)

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.