



Kel Anderson

Leader - Problem Solver - Project Manager

Leader, assisting with the aggressive growth of multiple companies, including GoDaddy before going public. Has worked extensively in the music realm, from retail through music production, commercial releases, and with other artists. Won best collaboration for the song, "Finally" by Mr. Anderson at the Iowa Music Awards. Completed and created multiple leadership development workshops. Recognized for expert Leader as Teacher, and Leader as Self motivational techniques. Avid music lover, including music production of multiple albums released globally.

Contact

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Email

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Address

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Awards

- Multiple Top Supervisor / Customer Service awards
- Dale Carnegie certified
- Project Management Awards

Expertise

- Customer Service
- Leader of all facets of Customer Service
- Teacher of Customer Service
- Project Manager

Education

A.S. Law Enforcement
1996

Experience

2001 - Present

Entrepreneur

Music Producer / Artist

Independent music producer / artist with multiple globally released projects. Worked with a music distribution company to provide feedback, best practices, and updates, including adding "splits" for featured artists which they implemented.

Searched, identified, and collaborated with different artists and musicians around the world including Grammy winners and American Idol contestants.

2010 - 2020

GoDaddy

Leader of Customer Service

Inbound Sales and Support Supervisor with full responsibility of teaching and motivating associates, scheduling, benefits, payroll, project implementation, escalations, facilitating team meetings, associate development, and continued self growth.

2005 - 2010

U.S. Cellular

Leader of Customer Service / Cellular Troubleshooting

Customer Service Help Desk Supervisor with full responsibility of teaching and motivating associates, scheduling, benefits, payroll, hiring, project implementation, escalations, facilitating team meetings, associate development, and continued self development.

1999 - 2005

MCI Worldcom

Telecom Troubleshooting / Legal Liaison / Customer Service

Interpret and resolve written and verbal complaints filed by customers against MCI Worldcom via the FCC, BBB, and State Agencies. Research and implement disciplinary actions against MCI Worldcom employees who violated the values of the organization. Motivate positive change, improving the customer's experience. Promote team atmosphere and encourage "lead by example" premise. Handle simple to complex customer issues. Deliver solutions that meet the customer and company's needs. Increase / maintain customer base by offering new products and services. Answer employee questions and de-escalate irate customers. Manage large workloads efficiently while meeting stringent deadlines.