

DATE: May 4, 2010

TO: City Clerk

FROM: Representative Susie Byrd

ADDRESS 2 Civic Center Plaza, 10th Floor, El Paso, TX TELEPHONE 915-541-4996

Please place the following item on the (Check one): CONSENT XXX REGULAR _____

Agenda for the Council Meeting of May 11, 2010

Item should read as follows: Appointment of Erica Aguayo to the Art Museum Advisory Board by Representative Susie Byrd, District 2.

SPECIAL INSTRUCTIONS: Board appointment to commence on May 14, 2010

BOARD COMMITTEE/COMMISSION APPOINTMENT/REAPPOINTMENT FORM

NAME OF BOARD/COMMITTEE/COMMISSION: Art Museum Advisory Board

NOMINATED BY: Representative Susie Byrd DISTRICT: 2

NAME OF APPOINTEE Erica Aguayo
(Please verify correct spelling of name)

BUSINESS ADDRESS: _____

CITY: El Paso ST: TX ZIP: 79936 PHONE: _____

HOME ADDRESS: _____

CITY: El Paso ST: TX ZIP: _____ PHONE: _____

WHO WAS THE LAST PERSON TO HAVE HELD THIS POSITION BEFORE IT BECAME VACANT?

NAME OF INCUMBENT: Selena N. Solis

EXPIRATION DATE OF INCUMBENT: 05/13/2010

REASON PERSON IS NO LONGER IN OFFICE (CHECK ONE): TERM EXPIRED: XX
RESIGNED _____
REMOVED _____

DATE OF APPOINTMENT: 05/11/2010

EXPIRATION DATE OF NEW APPOINTEE: 05/14/2012

PLEASE CHECK ONE OF THE FOLLOWING: 1st TERM: XX

2nd TERM: _____

UNEXPIRED TERM: _____

Erica Aguayo

Summary

Results-oriented business professional with seventeen years experience in the customer service field. Six years of leadership experience in a Call Center environment. Solid understanding of Call Center operations including project implementation, reporting, workforce management, coaching and development. Excellent leadership practices in communication, team building, strategic planning, and problem solving. Bilingual (Spanish/English), fluent in speaking, reading and writing.

Call Center Management

Telerx, Inc.

October 28, 2002 - Present

Six years of Call Center leadership experience, with overall management responsibility of team performance and meeting financial objectives for Telerx and our clients.

- Manage day-to-day call center operations to ensure contractual agreement and quality standards are met. Monitor compliance on a daily, weekly, monthly and quarterly basis to ensure highest performance standards are being achieved.
- Development and management of teams ranging in size from 10 to 80+ agents in a dedicated and shared environment.
- Simultaneous management of 32 projects supporting 6 Healthcare clients.
- Experience in a cost per contact, cost per minute and hourly contact management in both Inbound and Outbound call handling.
- Uphold Key Performance Indicators (KPI) set forth by Telerx and clients including Service Level, Call Handle Time, Abandon rates, and Utilization rates.
- Meet internal financial commitments by focusing on accurate forecasting, staffing, and improving efficiencies and labor management.
- Collaborate with Call Floor Director and Account Directors in reviewing and assessing Profitability Reports.
- Extensive hands on experience in interviewing, hiring, and training new staff members.
- Develop and monitor quality metrics to ensure FDA and HIPPA compliance.
- Directly involved in client visits, S&T and implementation of new programs and program expansions.
- Outline career path for Project Resource Personnel and Supervisors and prepare them for advancement opportunities. Accomplishments include the promotion of direct reports to supervisory and higher management positions.
- Share "Best Practices" for process improvement and leadership development to include site wide training.
- Active participation in Telerx committees to include; Operational Effectiveness Team (OET) sub-committee, Innovations Committee, Standard Operations Procedure Committee, New Markets Committee .
- Creative and the ability to "think outside the box" when faced with unforeseen and urgent client requirements.

Call Center Technologies

- Knowledgeable in Aspect ACD and Reporting, AWR reporting, Hardmetrics reporting, Siebel, ePower Center, X-Docs, Custom View, Silent Watch, ACT, Access, Microsoft Office and various proprietary CRM platforms.

Employment History

- Collection Solution 2001-2002
- *Self Employed Specializing in Accounts collection for Health Care Professionals. Manage day-to-day business operations to ensure HCP contractual agreements were met. Monthly billing cycles to ensure collections metrics were being achieved. Develop and implement strategies to provide different solutions to challenges in order to meet business needs of HCP offices. Client management to ensure long term relationship.* 1997-1999
- Southwest Work Injury Centers 1998-2001
- *Director, new clinic start up from the ground up. Involved in purchasing hiring, sales, acquisition, human resources and new corporate client accounts. Manage day-to-day office operations to ensure profitability and OSHA compliance. Procure and manage client referral accounts. Center accounts receivables at \$750, 000 at 2nd year benchmark.*
- Dallas Independent School District 1997-1998
- *Bilingual Education Teacher, awarded "Rookie Teacher of the Year" award for Eladio Martinez Elementary. Classroom management, curriculum implementation as well as daily, weekly, monthly and semester goal planning.*
- Universal Back and Pain Center 1994-1996
- *Administrative Manager. Manage day-to-day clinic operations to ensure office duties were completed by staff of 4. Developed collection strategy that effectively raised collection rate 5% in the first year.*
- Chili's Restaurants 1990 -1995
- *Server, Bartender, New Employee Trainer, On-the-Road New Store Opener. Promoted to trainer within first six months of employment.*

Education

- 1992-1995 University of Texas at Arlington Bachelor's of Interdisciplinary Studies with a major in Spanish. Obtained Texas teacher certification in 1995.
- 1989-1992 University of Texas at El Paso, basic courses, transferred to UTA.

Supplementary Training and Seminars

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| Call Center Finance | 2009 |
| Crucial Conversations | 2008 |
| SOCAP Conference | 2007 |
| Zig Ziglar Leadership Conference | 2006 |
| Certified to present Telerx Orientation | 2006 |
| Company College - Call Center Coursework | 2005-2006 |
| Creative Leadership Camp | 2005 |
| Disney Institute of Management | 2004 |
| Women in Business | 2002 |
| Managing People Effectively | 2000 |

References

Available upon request