

Charles M. Le Grand

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OBJECTIVE

Operations Professional is seeking a position to assist a company in stable growth. I am detail oriented and a trouble shooter. I relate to people on their level to better understand both team and individual effort and efficiency.

WORK EXPERIENCE

CarGuard Administration

Consulting and Director of Claim Operations January, 2018 to December 2019

Returned as consultant and auditor for company in order to bring to try to correct prior errors.

Took over as Director of Claim Operations when management changes were made.

- ❖ **Reports for claims and operations**
- ❖ **Responsible for hiring, training, and coaching**
- ❖ **Maintain all customer communications**

(This position was eliminated after software upgrades)

Park Hill School District

Custodian, Part Time

August 2019 to October 2019

Collection of trash from the commons area during the eight lunch periods. This is an office building, so it is not equipped for school cafeteria setting. Assist with kitchen trash and any other emergent custodial issues during my time.

(This position ended as a result of a broken foot)

SunSmart Technologies

Business Services Manager

March 2016 to November 2017

This position was created with customer service, workflow, and company bottom line in mind. I am involved in all phases of the company from sales to installation to collection. I became very valuable to ownership in identifying weaknesses and providing solutions. Took over Call Center Management and Operations when previous manager left

- ❖ **Responsible for Quality Control for all sales**
- ❖ **Responsible for all Change Orders necessary within the company**
- ❖ **Responsible for generating Service Orders**
- ❖ **Created reports for ownership to identify actual sales and installation, accounting for the bottom line of the company**
- ❖ **Created workflows for cancels, HOA issues, and service orders**
- ❖ **Maintain all customer communications**
- ❖ **Manage Sales Coordinators who set appointments**
- ❖ **Responsible for all Call Center Training**

Red Auto Protection / CarGuard Administration

Chief Operations Officer

June 2014 to March 2016

Started as a Retention Specialist and was promoted after several months of exceeding sales goals and being the top agent. I ran all operations for this vehicle service contract company from September, 2014 to March, 2016. Was able to stabilize local organization to allow one of the companies to move its corporate office out of state.

- ❖ **Direct reports: Claims Manger, Claim Adjuster, Customer Service, Human Resources and Compliance Director**
- ❖ **Responsible for hiring, training, and coaching**
- ❖ **Maintain all customer communications**
- ❖ **Able to reduce office operating expenses**

Full Employment Council**Workforce Development**

January 2014 to June 2014

Developed relationship with owners and hiring managers in order to provide them with employees who met their business needs.

- ❖ **Provided Training for Employees**
- ❖ **Supplemented Training Expenses**
- ❖ **Provided efficient reporting which generated government assistance/grants**

ADT Security**Sales Representative**

August 2012 to January 2014

Using company and self generated leads, met with residential customers to sell new security systems and offer upgrades to current systems

- ❖ **Top 3-4 weekly Resale Agent**
- ❖ **Worked closely with contractors**
- ❖ **Involved with training new agents**

Cerner Corporation**Advisory Specialist**

August 2004 to August 2012

As a founding member of the Client Care Team, I quickly became versed with the peripheral support necessary for Cerner Clients. I was highly involved in several aspects of hiring and training.

- ❖ **Reached Level 5 as an Analyst**
- ❖ **Team Lead for Hardware and Third Party Software Support**
- ❖ **Highly involved with Telephony for Cerner**
- ❖ **“Voice” of Cerner**
- ❖ **Served as a Company Trainer**
- ❖ **Key role in new software for clinic and patient support**
- ❖ **Team lead for several software conversions nationwide**
- ❖ **20 direct reports**
- ❖ **Won several individual awards for performance**

Combined Insurance**Senior Sales Rep**

January 2003 to June 2003

Outside sales to existing policy holders

- **Medicare supplement**
- **Cancer policy**
- **Winner of Daily sales contests**

USA Today**Carrier and Manager**

December 2002 to July 2017

Served as a delivery carrier and as a District Manager.

- **Managed 12 Independent Carrier/Routes**
- **Responsible for Hiring, Training and Terminations**
- **Serve as the Drop Captain at Distribution Location**
- **Efficiently deliver up to five publications without complaints**

Med4Home Pharmacy**Inside Sales**

February 2002 to January 2003

Respiratory pharmaceutical inside sales

- **Inbound sales**
- **Routinely in the top 3 of sales**
- **Worked with Medicare patients to get nebulizer and solution**

KCPT Direct**Sales Supervisor**

August 1999 to February 2002

Supervised staff of direct marketers to handle internal clients of KCPT and external clients for additional revenue.

- ❖ **12 direct reports**
- ❖ **Upload and trouble shoot AMCAT predictive dialer**
- ❖ **Hire, Train and Coach Team**
- ❖ **Increased Revenue with Each Campaign**

Disney Direct Marketing**Operations Supervisor**

April 1996 to August 1999

Worked my way up to Operations Supervisor of entire center after one year of employment.

- ❖ **As many as 105 seasonal direct reports**
- ❖ **Responsible for Fraud Department**
- ❖ **Supervised the Online Catalog Center**
- ❖ **Monitored all Catalog Orders**
- ❖ **Internally hired and coached my teams**
- ❖ **Created incentives to push overstock and build morale of center**

PROFESSIONAL SKILLS AND INVOLVEMENT

Microsoft Suite
Predictive Dialer
Coaching Certified
Board Member, Academy of Christian Theater
Active in Local Church

CRM Software
Conflict Resolution Training
Harvester Volunteer
Former Notary Public
Former Big Brother

EDUCATION

Bachelor of Science Degree
Central Baptist College
Conway, Arkansas