

ANDREA BENNETT

Callahan, FL ■ 800.991.5187 ■ info@greatresumesfast.com ■ <https://www.linkedin.com/in/jessicaholbrook/>

C-SUITE LEADER | BOARD MEMBER | CHAIRMAN

MULTIPLE SUCCESSFUL ENTREPRENEURIAL ENDEAVORS || GROWTH EVANGELIST ||
SEASONED OPERATOR - EXPERT IN OUTSOURCED BUSINESS MODELS

C-SUITE & GROWTH LEADER who constructs growth- and customer-centric business plans with complete oversight and execution of operations, financials, and technologies. Value-added executive to BOD and stakeholders. Establishing a strong organizational vision while defining direction of technology/business innovation and transformation.

IMPRESSIVE HISTORY OF TRANSFORMATIONAL & VISIONARY LEADERSHIP – helping organizations innovate, thrive, and grow while navigating shifts in the market and economy.

STRATEGIST AND CHANGE AGENT with an executive-level grasp on revenue growth tactics, international expansion, and organizational development across the entire business cycle. Built reputation for transforming complex business challenges into focused solutions and change opportunities.

- ✓ **Transformed the Results Companies operating model into a technology-enabled global contact services company with 30 locations in 7 countries.**
- ✓ **Defined the strategies to grow revenue from \$20M to \$400M+ and EBITDA from \$500K to \$42M+.**
- ✓ **Co-founded and built a dedicated customer service business model that reached 3K employees in 3 years.**

SIGNATURE STRENGTHS & COMPETENCIES

Vision | Strategy | Growth
Transformational Leadership
Corporate Governance
Resource Optimization
Change Management

Board Relations & Leadership
Budget & Financial Management
P&L | Budget Strategies
Technology Enablement
Continuous Improvement

People Management
Offshore Expansion & Management
Operations | Administration
Revenue Generation
Business Model Development

PROFESSIONAL EXPERIENCE

OUTCOMES INC., – LOCATION | JAN. 2006 – JAN. 2020

CHIEF EXECUTIVE OFFICER & BOARD MEMBER

Drove the complete transformation of the business model from an outbound telemarketing into a technology-enabled global contact services company with over 20K employees across multiple countries, providing premier customer service, support, sales, retention solutions, and back office. Evangelized growth through elevated change management practices, lean processes, technology deployment, and synergistic team culture creation. Built, mentored, and fostered a top-talent leadership team through the spans and layers of the organization.

HIGHLIGHT OF ACHIEVEMENT:

- Amplified revenue growth from \$20M to \$400M+ and EBITDA from \$500K to \$42M+.
- Championed an operating model that reached business in 7 countries with 30 locations.
- Established a value-added board of directions that were fully aligned with the mission and vision of the organization and primed to take the business into the future.
- Produced consistent gains across NPS and customer service, sales conversion, and quality with a largely Fortune 500 client base.
- Navigated the sale of the organization to a private equity group – creating a successful exit for inventors with a return of 3.5x investment.

- Evolved and developed the executive leadership team throughout the growth stages of the organization – recruiting and hiring a C-suite team of 7.
- Managed the acquisition and integration of 3 separate companies for a combined \$75M in revenue.
- Leveraged new and advancing technologies including advanced telephony platforms, intelligence call routing, speech analytics, AI/machine learning, robotics, and automation to reduce complexities and create a robust technological model.

PHONE OPTIONS – LOCATION | AUG. 2002 – OCT. 2005**PRESIDENT**

Appointed after the acquisition of Communications & Commerce to lead the overall growth and trajectory of the business as it expanded globally.

HIGHLIGHT OF ACHIEVEMENT:

- Expanded into the Philippines, South America, Mexico, and Argentina – reaching \$200M in annual revenue.

CONTACT & CONNECT – LOCATION | APR. 1997 – AUG. 2002**CO-FOUNDER & CHIEF OPERATING OFFICER**

Envisioned and built a dedicated customer service business model specializing in technical and financial services outsourcing within the United States. Played a critical role in the development of business, partnership, and sales strategies to achieve rapid growth and secure contracts with Fortune 500 clients. Directed management of technology design and operations from the ground up, including development of leadership team for all organizational functions.

HIGHLIGHT OF ACHIEVEMENT:

- Propelled growth to reach 3K employees in under 3 years.