

Mike Nesseth

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Professional Profile

Goal-oriented and analytical Manager for Customer service at Dish. Managing up to 75 employees. Duties included daily payroll check and correction of inaccurate entries. Working with Coaching and training staff to ensure current goals and budgets were met. Administration of consultation actions for all responsible departments Ensured agents and coaches were scheduled for weekly training. Highly detailed with a passion for providing value and excellent service to internal and external clients through improved structure and driving performance. An outside-the-box thinker with excellent organization and time management skills. Dedicated to going above and beyond to contribute to all company achievements.

Key Skills

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| Microsoft Office Suite | Financial Statement Preparation | Benefits Administration |
| Consultation for Disciplinary action | Variance Analysis | Payroll Review and Approval |
| Up Training for inhouse CS | Account Reconciliation | Compose Annual Reviews |
| Monthly coach meetings | Accounts Payable and Receivable | Customer interaction |

Experience

CSC Manager Dish Riverfront and Thornton

Call Centers

1998—2015

Reporting to the Controller and General Manager in all aspects of call center operations accounting for 100+ person professional call center services. Additionally, work involving day to day operation coordination with call center, command center and IT.

- Develop reports for management, including call volume flow analysis, service line reports, revenue projections, budget performance, and monthly/year-end performance reports.
- Prepare the monthly retention, and sales and call forecasting.
- Manage the streamlining of call center functions, through consistently driving efficiency, reduced work hours for retention, sales calls and Chat retention issues.
- Develop reports/spreadsheets for the budget and call center operations.
- Supervise staff work assignments, projects, and procedures.
- Regularly take on tasks for co-workers out on leave.
- Responsible for payroll review and approval for all employees.

Education and Credentials

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| Dish University training and completion for Executive Office Escalations | 2004 |
| Associate Degree in Digital Electronics Red Rocks Community Collage | 1982 |

Computer Profile

Accounting Software: Oracle, CSG, Call center tracker, Oracle payroll

Office and Operational: Microsoft Office Suite (Excel, Word, Access, Outlook), Windows EL