

# Raul "Rudy" Gutierrez

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Dedicated professional with over twenty years of experience in management and call center operations in high volume call centers known for the reputation of building highly successful, productive and motivated employees. Seeking a leadership position that will allow me to extend my current skills and experience.

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## Areas of Expertise

Customer Service Management  
Complaint Handling & Resolution  
Call Center Operations Management

Customer Satisfaction Enhancement  
Time Management  
Process Improvements

Teambuilding & Training  
Cost-Reduction Strategies  
Meeting Facilitation & Networking

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## Professional Experience

**U.S. Bank – Milwaukee**  
**Multicultural Market President**  
**Assistant Vice-President**  
**Branch Manager – Mitchell Office**

**06/11-Present**

**U.S. Bank – Milwaukee, WI**  
**Branch Manager – Mitchell Office**

06/2011 Present

Responsible for the daily operations of a Branch Office for U.S. Bank. Currently leading a team of ten members.

- 1 Consistently driving high levels of customer satisfaction and increased loyalty through team performance and client relationship management. Continuously building and retaining relationships by relating to people in an open and friendly manner while initiating and developing relationships with others within the organization.
- 2 Reduced customer escalations each year through ongoing coaching, benchmarking and record-setting Improvement through evaluation and mentoring of staff and preserving customer loyalty while complying with company policies and procedures.
- 3 Consistently recruiting, interviewing and hiring top bank personnel, committed to ongoing training and coaching, create and enforce progressive disciplinary action plans and terminations when applicable.
- 4 Maintained and developed a Book of Business on 100 potential prospect and managed a group of small business clients that were considered top small business clients for the office.
- 5 Achieved Pinnacle status for both the Silvernail and Market Square Offices respectfully, by monitoring and achieving daily, weekly and monthly production goals.

**U.S. Cellular – Pewaukee, WI**  
**Call Center Supervisor**

**01/2002 to 04/04**

Lead Supervisor and considered the Subject Matter Expert for all outbound sales calling efforts. Wrote and trained on all procedures and calling scripts for the Pro-Call division for the company.

- 1 Developed and implemented training programs that enhanced employee performance and helped build a highly productive and highly motivated workforce.
- 2 Implemented process improvements to assist in increased business objectives. Led all projects regarding sales process and sales penetration in the call center by collaborating weekly with various levels of the management team to ensure deadlines, sales and quality standards were being met.

- 3 Trained and relocated to start the Bi-Lingual call center in Tulsa, OK. This consisted of training all inbound and outbound call center representatives.

**Firststar Bank – Milwaukee, WI**  
**Call Center Collections Supervisor**

01/1999 to 2002

Lead a team of up to 25 call center representatives for the Elan Division of the bank. Inbound 24x7 call center.

- 1 Managed a group of 10 call center representatives in the Bad Debt Division and collected over \$1million dollars in bad debt.
- 2 Consistently reached 85% call ratio on answered calls to drop calls.
- 3 Assisted with the smooth transition and closed the Elan division when division moved to Fargo/St. Louis

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### **Community Activities**

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Board Member for La Casa De Esperanza  
Waukesha County Food Pantry Volunteer  
La Casa De Esperanza Volunteer of Year Award  
CG Schmidt Ovation Award 2009  
Green Bay Packer Community Quarterback Award 2009  
LGBT Board Member  
Arts@Large Board Member  
BID # 4 Board President

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### **References**

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References available upon request.