

DWIGHT HINKSON

3772 Inverrary Blvd - #M108 Lauderhill, Florida 33319

954-802-2287 • dwighthinkson@aol.com

Lauderhill Board/Committee Member

Goal driven, results oriented Professional with more than 15 years experience possessing meticulous planning, leadership and entrepreneurial responsibility. Proven ability to implement organizational initiatives and communicate effectively to ensure deliverables are consistent and compliant.

Professional Strengths

- Problem Solving
- Critical Thinking
- Communication
- Customer Service
- Performance Management
- Team Building
- Planning and Organizing
- Coaching and Development
- Employee Recognition

AREAS OF EXPERTISE

Management

- Mobilized the employee satisfaction core team that significantly improved department morale.
- Coordinated and managed employee development efforts which resulted in 8 vertical promotions and 12 lateral appointments.
- Analyzed and streamlined production budget of \$40,000 to provide outstanding customer treatment to talent and support crew and staff while meeting specific, critical deadlines.
- Mentored and developed new hire and regular teams of 13-20 direct reports from bottom 25% performance to top 25% performance in a network of approximately 2000 global employees.
- Facilitated a transition in the department from unplanned breaks and lunches in a call center environment to planned Work Force Management. As a result, there was quarter over quarter improvement in availability and collection contacts.

Operations

- Reduced travel expenses by 15% by using in-house internet technology.
- Eliminated costly downtime by adjusting schedules to support critical business staffing needs.
- Prioritized shoots to maximize production hours and saved \$1350 in daily production cost.
- Cut expenses by 50% during a temporary assignment as a result of a staff promotion.
- Introduced a process improvement to streamline performance management and collaborated on a cross-functional team of 15 to launch the online performance tool across the network.
- Improved department productivity by sharing best practices and promoting inter-team competition which resulted in 60 second reduction in after call work and increased contacts.

Customer Care

- Achieved and maintained a 98% customer satisfaction rating via daily and weekly monitoring.
- Resolved customer complaints in order to deliver extraordinary service; ranked #1 of 11 teams.
- Interpreted and communicated operational reports. Awareness campaign resulted in improved quality, accuracy and schedule adherence at least 90% of the time.
- Consulted with customers to address complaints and ensure extraordinary customer care saving around \$17k annually.

PROFESSIONAL EXPERIENCE

CITY OF LAUDERDALE LAKES, Lauderdale Lakes, FL Commission Aide	2017-2019
THE LICK FILM, LLC, Miami, FL Manager	2015-2016
DH INVESTMENT HOMES, LLC, Lauderhill, FL Investor	2014-2016
AMERICAN EXPRESS (AMEX), Plantation, FL Credit High Balance Team Leader , Plantation, FL (2012-2014) Credit Currents Team Leader , Plantation, FL (2009-2012) Credit Returned Checks Team Leader , Plantation, FL (2006-2009) Credit High Value Cardmember Team Leader , Plantation, FL (2004-2006) Platinum Telephone Service Center (TSC) Team Leader , Plantation, FL (2000-2004) Platinum TSC Acting Team Leader , Plantation, FL (1999-2000) On-the-Job Training (OJT) Facilitator , Plantation, FL (1998-1999) Platinum TSC Customer Care Professional (CCP) , Plantation, FL (1995-1998)	1995-2014

EDUCATION

Bethune-Cookman University, Daytona Beach, FL
Bachelor of Science: Major in Business Administration/Management
- Magna cum Laude with honors