



VALERIE WILLIAMSON – SENIOR CONSULTANT

CONTACT

E: VWILLIAMSON@LOBUE.COM

EDUCATION

BA, Business Administration
University of Connecticut
Storrs, CT

Lean Six Sigma Black Belt
Certified

SKILLS

- Strategic Planning
- Customer Experience
- Employee Experience
- Analytical Evaluation
- Leadership
- Teamwork
- Relationship Building
- Problem-solving

Valerie is a Senior Consultant with LoBue Group with extensive management and operations experience in demanding and dynamic environments. A consultant who is attentive and goal-focused, bringing a successful approach to cultivating complex best practices to meet organizational and regulatory expectations. Detailed-oriented focus on achieving expected outcomes. Enthusiastic, hard worker with expertise in cultivating lucrative client relationships and implementing better processes and procedures. Inventive Operational Specialist with comprehensive knowledge of business techniques, methods, and principles. Outstanding expertise in diverse business functions, including HR-employee experience, customer experience, analytics, process re-design management, and project implementation. Exceptional negotiation and multitasking abilities.

CAREER HIGHLIGHTS

- Oversaw property selection, build-out and managed a “Start-up” Regional Processing Center on the West Coast, USA
- Identified and implemented an alternate use for existing equipment, eliminating 90 percent manual processing and salary reduction of 60 percent
- Identified as High-potential Manager, participated, and completed an Accelerated Business Management Program.

EXPERIENCE

Senior Consultant served as a critical player in a Strategic Workforce Planning and Service Improvement project conducted for one of the largest banks in MENA, which included managing the Skill Optimization process for 500+ employees across the Bank. In her assignment, she assisted in developing an automated skill capture matrix, created the internal marketing collateral for the initiative, and played an instrumental role in the training and management of the process. In addition, she developed a new operating model between two co-dependent divisions, which focused on establishing an agreed rule of engagement, escalation, and communications to align brand, standards, process, education, training, and tools to improve customer experience. Ms. Williamson also recommended and developed an employee lifecycle roadmap for a formal Employee Experience Program in HR. As a result, the client accepted and implemented the program to improve the employee lifecycle, thus improving retention. Ms. Williamson also worked with numerous departments within the Retail Banking Division, identified optimal resource requirements, and identified process improvements across multiple departments within the Retail Banking organization. For example, she assisted the Customer Champions with revamping the resource schedule to eliminate ongoing backlog cases received on weekends.

Senior Consultant served as a key player in a Process Re-engineering and Service Improvement project conducted for one of the largest banks in the GCC. The assignment included management of the customer experience optimization process for the Consumer Bank. Developed client’s Customer Experience Definition Workshop program which focused on establishing a methodology to align brand, standards, process, education, training and, tools to improve customer experience. The primary focus to identify breaks in customer touchpoints and designing corrective procedures, including measurements to help the organization’s transformation from inward policies and practices to outward customer demand, expectations, and experiences. Developed and delivered a customer experience roadmap, the final output from the Customer Experience Workshop efforts. The document identified vital areas that would improve the organization to deliver efficient processes, strengthen customer retention

OFFICE LOCATION

6550 SOUTH PECOS ROAD
SUITE 116
LAS VEGAS, NV 89120
UNITED STATES

P: 702.898.6940

F: 702.433.4021

E: LOBUEINFO@LOBUE.COM

LOBUE.COM



and relationship building. The Customer Experience Definition became the key input to a broader re-engineering and service management initiative.

Senior Consultant led a Process Re-engineering project for the Retail Branch Network of Egypt's largest banking institutions. Specific areas optimized included Retail Branches located throughout the region, specifically Cairo, Alexandria, Delta, and Upper Egypt and the Bank's Central Operations. Other areas addressed were Retail Lines of Business, Marketing, Cash Management, Government Loans, and Microfinance. Resulting in improved Customer Service in a reduced cost environment achieved by implementing Best Practices throughout the Bank's Branch Network, improving customer experience by eliminating nonvalue added activities in the customer-facing environment, and enhance sales and services through branch organization redesign and focused Sales and Service Management training further to solidify new operating paradigm of a 'Customer First' operating environment. Results were reduced cycle times, improved unit costs, reduced errors and rework, and mitigated risk. In addition, it provided an enhanced, more consistent customer experience, resulting in improved customer loyalty and increased profitability. She also researched and documented a business case identifying expanded functionality for the Call Center.

Senior Consultant acted as the lead architect, created, and delivered customized Consumer Operations Training to a top MENA bank. The program focused on leadership, productivity, embracing change and change management, diversity, and service management for management staff and non-management staff to solidify new operating paradigms of a 'Customer First' operating environment. The effort resulted in reduced cycle time, improved unit costs, reduced errors and rework, and mitigated risk.

Vice President, Operations Successfully managed and oversaw start-up operations of a regional processing center for a Fortune 500 financial services company based in Illinois. Responsibilities included selecting office space, overseeing build-out, hiring, training, and migrating existing operations into a new 35,000 square foot office space. Additionally, she managed a 200 percent growth of remittance volume for the company's credit card division. She was project leader, representing four regional processing centers in introducing one of the first strategic partnership credit card issues. In addition, she acted as product liaison and coordinated processing aspects for volume migration, product conversion, and new accounts on behalf of four regional processing centers. Ms. Williamson identified and modified an alternate use for existing equipment to develop an automated data capture program that eliminated 90 percent of data entry for the credit card division, significantly reducing salary overhead by 60 percent. AS a high-potential management program participant, she led the research and evaluation of alternative retail banking division distribution channels.