

## PAULINE MBURU

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**Tel:** 425-260-5484 | **Email:** PAWM1978@GMAIL.COM | **Address:** 2100 SOUTH 336<sup>th</sup> STREET,  
FEDERAL WAY, WA 98003 | **URL:** <https://www.linkedin.com/in/pawm1978>

### SUMMARY

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Extensive experience in: unifying diverse stakeholders and cross-functional teams, client management, project management specifically geared towards client success. Excels at seeing the big -picture based on contextual, analytical and restorative strengths that streamline communications and processes; Core leadership traits: Assertion, team collaboration and keeping client and team objectives focused. Takes a deliberative, transparent and futuristic approach in building firm client and team relations; Well vast in crisis management, product assessment, business strategy, long term and agile projects to meet program and business objectives.

### SKILLS

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IVR - Interactive Voice Response system	PMP knowledge - MS projects
Salesforce	JIRA - Service Delivery Application
SAAS - Software as A Service	Service Center - Ops & service desk
PAAS - Platform as A Service	SharePoint -Data / documentation hub
ACD - Automated call distribution system	Report Manager – Reporting tool
CTI - Computer-Telephony Integration	Insight - Data analytics tool
Phoenix - telephony capacity management	Lotus Notes - Billing system
Campaign Central - Outbound dialer	Unified Voice and video Conferencing
Blue Zone – UNIX mainframe User	Concur - expense tracking and management
Apple applications User	Six Sigma principles (Lean and Kanban)
VMXL code (working knowledge)	MS Office 395
JAVA Script code (working knowledge)	Microsoft Visio
	Adobe InDesign

### PROFESSIONAL EXPERIENCE

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#### **VISTEX INC, Kent WA. 2018 to date**

##### **CLIENT MANAGER – CHANNEL PROGRAM MANAGEMENT. CHANNEL PAY DIVISION.**

- Manage the day-to-day needs of assigned client payment programs, working with primary and peripheral client program stakeholder.
- Assess client payment requirements, authors/assists in authoring and presenting necessary documentation (business requirements, processes, etc.) and interfaces with client to deliver solutions successfully

- Prepare for, conducts, documents and manages follow-up for status meetings including payment-related portions of quarterly business reviews
- At the program level, effectively leads delivery across cross-functional teams throughout the payment lifecycle (design, implementation, ongoing support).
- Execute or oversees project management, requirements and may document use cases.
- Monitor program performance versus goals and recommends improvements.
- Proactively discerns opportunities to improve processes and creates strategies to capitalize on those opportunities within the existing client/program base.
- Serve as the escalation point for internal inquiries, works with client and/or internal teams to resolve.

### **FIRST DATA USA, Omaha – NE. 2 YEARS (2016-2018)**

#### **SENIOR CLIENT SERVICE ADVISOR - GLOBAL FINANCE SOLUTIONS DIVISION. YRS 2016-18**

Single point of contact for all client related matters serving as advocate, coordinator and facilitator to secure a strong client presence and visibility in discussions with decision makers and stakeholders (internal and external). Managed multiple cross-functional teams centered around operations, projects, programming and network installations, platform conversions and de-conversions, security watchdog programs, accounting and reporting for credit (secure and unsecured), debit and ATM clients.

- Managed all aspects of client success by establishing measurable KPIs and customer success prioritization steps for 17 mid-market and subprime accounts ranging from \$10 to 24 million in assets for institutional banking clients. Managed a diverse range of between 15 to 30 financial products and services per client.
- Cut down resolution timeframe of client operations issue from 3 to 5 business days down to 1 to 2 business days with performance measurements / indicators and proactive team engagement.
- Built and maintained strong business relationships with high net worth clients providing consultative expertise; ensuring high customer satisfaction to achieve a 100% retention rate; Oversaw training/re-education aligned to client's business model, analysis and process improvements.
- Executed high level oversight of all client projects for timely and accurate execution geared towards successful on-boarding of contractual statements of work, efficient daily operations, timely administrative communications, reviews of progress reports and performed financial audits. Met actionable goals by leaning on prior experience with Kanban model, lean six sigma principles, PMP principles and success measurements tools (MMR) for product; service and user retention.

### **WEST CORPORATION, Omaha -NE. 7 YEARS (2009 -2016)**

- **CLIENT RELATIONSHIP MANAGER - INTERACTIVE SERVICES DIVISION. YR: 2016**
- **ACCOUNT MANAGER - INTERACTIVE SERVICES DIVISION. YRS: 2012 -16**
- **IMPLEMENTATION SERVICE MANAGER - WEST BUSINESS SERVICES, AT&T DIVISION. YRS: 2009 - 12**

Single point of contact for all customer related matters. Served as advocate, coordinator and facilitator of client to administrative staff and C-level management; Managed client, vendor, call centers, telecom and unified communication relationships aimed at integrating telecommunication services for quality voice service delivery; Owned the statements of works and contracts that involved the installation of a diverse range of telephony installs and operations. Teamed up with solution architects, telecom engineers and programmers in the execution of telecom architectural support for IVR programs on varied platforms like PAAS, SAAS, CTI, ACD and Genesis platform to adhere to project goals and scope. Involved the call flow / pathing design and conducted quality assurance testing for operational efficiency and functional quality.

- Served as a Project manager on IVR projects; Projects ranged from 30 days up to 2 years' timeframes at the longest; implemented an average of 20 to 25 agile short-term projects monthly and 5 – 7 long term projects during my tenure.
- Executed the role of subject matter expert in the restructuring and redesign of an IVR program that resulted in the securing of a \$20 Million project and a potential 20%+ increase in revenue in future earnings.
- Utilized Kanban process for daily stand ups; Used agile and six sigma process and principles for quick and efficient implementations of programs and projects; Achieved a 95% on time delivery with client accepted sign offs on all projects implemented; Utilized PMI \*2017 knowledge for product and service SDLC and road-mapping.
- Increased revenue through tracking works, auditing and billing billable services that brought in 20% in unbilled revenue as well as saved clients 5% in cost through cleanup audits to remove stalled or unused services. Monitored revenue margins, with rank record of sustaining or consistently increasing revenue on accounts for 4 years (2012 – 2016).
- Worked closely with internal stakeholders in UI / UX design, Accounting, Business development, Business analytics, Platform conversions and de-conversions, Banking Security and Customer service divisions by providing documentation and operational data to support client and business needs as well as a subject matter.
- Possesses Knowledge on Network, Data and security infrastructure as well as Cyber security.

## EDUCATION

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**Master of Arts:** Public Relations - DePaul University: YRS 2006-2008

**Bachelor of Science:** Public relations & Advertising - University of Nebraska, Omaha: YRS 2001-2006