

Alec David Bowman

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PERSONAL SUMMARY

Alec is an innovative, passionate & highly customer focused WEM/WFO Solution Architect / Consultant / Analyst with 17 years operational experience in the Contact Centre industry and a proven track record of financial and operational success. Global experience of Contact Centre technologies and the change management challenges they present. An excellent communicator at all levels, with experience of everything from training thousands of end users on a new WFO tool to securing a €9.5m budget from a global Board of Directors as planning manager at Office Depot. In 2010, led a deployment that achieved a £2.2m WFO ROI in 9 months for a 1,500 seat UK based retail contact centre.

WFO ACCREDITATIONS

- Genesys WFM / GIR / GIA / SIP Certified Architect (August 2017)
- Verint i360 v15.1 Certified WFO Professional (January 2016)
- Verint i360 / Avaya r12 Advanced Scorecards (May 2014)
- Avaya r12 Quality Monitoring (QM) Configuration & Administration (5C006421, March 2014)
- Verint i360 v11.1 Certified WFO Professional (March 2013)

EMPLOYMENT HISTORY

January 2016 ~ December 2018 – **Genesys – EMEA Workforce Optimisation Architect**

Genesys is a large global provider of industry leading omnichannel customer experience tools.

As a Solution Architect, I was responsible for supporting the sales & services organisations in deployments of the entire Genesys WEM product suite, including ex Interactive Intelligence components. I work with engineering & development, taking customer use cases and helping to design future versions of the Genesys WEM suite. I spend lots of time working with clients to ensure that both their initial design is fit for purpose at the start of a project. I also work with existing clients going through upgrades or transformations to ensure the GWFM platform is performing in an optimal way. I specialize in bringing **people and process best practice** in line with **technical best practice**, an often-overlooked necessity that will always lead to a more successful WEM deployment and function and a quicker and larger ROI.

2014 ~ 2015: **IP Integration - Role: WFO Practice Leader**

IP Integration is a specialist Contact Centre systems integrator who specialize in transforming customer interaction technology deployments.

I built and ran a WFO Consultancy practice that delivered Avaya Aura / Verint i360 / uWFM solutions to a wide variety of clients globally and across all sizes and industries. I worked from from Chengdu, Bydgoszcz, Tenerife, Kuala Lumpur and Manila in the first half of 2015. I was responsible for a team who provided a creative, customised consultancy service at all stages of the client cycle. This involved everything from pre-sales, solution design and running operational / technical discovery workshops to leading classroom & remote education, engineering, configuring & troubleshooting installations, resolving project issues and managing handover to business as usual, aiming for a high quality, reference-able end result and managing cross/up selling opportunities.

2010 ~ 2014: **Sabio Ltd. - Role: Post/Pre-Sales WFO Consultant & 3rd Line Tech Support Desk Manager**

Sabio is a specialist Contact Centre systems integrator focused on delivering exceptional customer contact strategies, applications and solutions.

Provided best practice WFO Consultancy professional services at all stages of the deployment cycle to clients across industries and of many sizes in many sectors all over the world, creating & maintaining technical and operational documentation and developing bespoke training material along the way. I also managed a team of 3rd line engineers, responsible for supporting the Verint / Avaya i360 WFO suite.

- Asia Pacific WFO deployment lead for large global logistics company project. This provided exciting opportunities to travel, work across the region, encountering and resolving many stimulating environments and situations.
- My target operating model document became a standard chargeable upgrade to WFO deployments, focusing on the underlying business processes that would accompany and support the success of the product.

2003 ~ 2010: **Office Depot (UK & Ireland) Ltd. - Role: WFO Analyst, Lead SME & EMEA WFO Consultant**

Office Depot is the world's largest supplier of office products with the third largest grossing website in the world. The UK & Ireland Frontline operation alone handles over 10 million incoming calls every year.

Lead EMEA SME on the €9.5m virtualisation project that introduced MPLS, Cisco IPT, Transera vACD and the full Verint Impact 360 WFO solution to 2,000 FTE in 14 Contact Centres.

- Created and oversaw the EJM & ROI for EMEA this project, successfully securing funding from key stakeholders.
- Worked in consultation with the EMEA management team to ensure the deployment achieved operational results and budgetary target of €24m saving in 5 years.

- Managed the team of analysts and had joint ownership of UK & Ireland Contact Centre P&L figures.

March ~ November 2006: **Cattles / Welcome Financial Services** - Role: **Analyst**

Cattles PLC provided financial services to both consumers and businesses, specialising in providing non-standard services to those without access to mainstream facilities.

I introduced Verint Impact 360 WFO solution (WFM, Recording & QM) into an environment with no previous history of WFO. I saw this >500FTE project to fruition, achieving all operational and financial goals and then managed the handover process to the BAU team and support services.

1999 ~ 2003: **IKANO Financial Services Ltd.** - Role: **Contact Analyst**

IKANO is a provider of financial services to the retail industry, with a UK contact centre handling over 2 million telephone calls and emails each year.

- Introduced the QMax WFM product into the business, resourcing the 200-seat contact centre, achieving stringent & fluctuating service targets to demanding high street clients.
- Designed and created a web-based Scorecard Reporting suite using VBA and Crystal Reports.
- Responsible for communication technology partner relationships.

1999 ~ **Credit Controller** at **Experian Ltd**

During my time with Experian I was responsible for the Nat West scorecard suite, recommending changes to procedure based on research results and implementing procedural changes where appropriate.

KEY SKILLS

1. TECHNOLOGY INTEGRATION & SOLUTION DESIGN

Extensive experience of solution architecture, design, installation & deployment of Avaya Aura & Verint Impact including:

- Workforce Management (WFM), Workforce Optimisation (WFO) & Workforce Engagement Management (WEM)
- Quality Monitoring / Interactions (from 7.8 to latest version)
- Avaya Call Recorder (ACR)
- Basic & Advanced Scorecards including KPI Designer
- Content Producer
- QMax, uWFM, Cisco, Transera (cloud ACD), Nortel Symposium.
- Expert Wintel user of MS Windows | Server Admin | Office | SharePoint | VPN | Linux (RedHat) | MacOSX

2. INFLUENCING & TEAM MANAGEMENT

- Building and motivating teams of WFO professionals, creating tremendous working environments by encouraging individuals to flourish through careful enthusiasm and co-operation
- Proven leader who efficiently and effectively manages broad ranges of responsibilities to tight deadlines.
- Creative, pragmatic problem solver
- In depth knowledge of tactical & strategic forecasting, scheduling, reporting, analytics applied to inbound, outbound, back office in retail, sales, service & support environments
- Scheduling in complex multi-site, multi-national organisations
- Inclusive and consultative approach to performance management.
- Optimization of both large and small contact centres using both leading edge and outdated technologies

3. STRATEGIC & PROCESS

- Operational planning & change management
- Contact centre process design and how to apply this in leading edge technology deployments
- Inclusive and enthusiastic seminars and workshops
- Introduction and adoption of benchmarked best practice WFO strategy
- Facilitation of discussion to gain consensus and buy-in
- Interfacing with IT, HR, Warehouse, Marketing, Supply Chain, Merchandising, etc.
- Experience of the realisation of Financial targets through confident & intelligent planning
- Delivery of true customer satisfaction and stakeholder value

EDUCATION

BSc (Hons) 'Computing and Biology with Japanese language study' (2:1) Nottingham Trent University 1998.

A Levels in English, Chemistry & Biology | 11 GCSEs grades A-C - Mildenhall Upper School 1990 – 1995

Crystal Decisions level 1, 2, 3 | Microsoft Certified VBA level 1, 2, 3 | Symmetrics Advanced Report Writing | PRINCE2 Methodology - Master Practitioner | Six Sigma Design | ProPER Management Techniques | various WFM/QM theory classes through Professional Planning Forum.

PERSONAL INFORMATION

DOB: 15th April 1976 | nationality: British | full British driving license | interests: musician | filmmaker | photographer | graphic designer | tour manager | traveling | climbing | hiking | reading | wild camping | wild swimming | references available upon request.