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Objective: An account or managerial position in customer service or sales/support.

QUALIFICATIONS

Extensive practical experience in these key areas: business management & operations – computer application troubleshooting – COPC – crisis management – customer service – distribution – employee motivation and relations – inventory control – ISO internal auditing – Microsoft Office software suite – office management – organization and planning – personnel administration & supervision – policies & procedures – problem solving – project management – public relations – sales management – script development – telemarketing/telesales/lead generation – training – web design, development and management.

PROFESSIONAL HIGHLIGHTS

- **MAXIMUS, Gates, NY July, 2016 - Present**
Supervisor

Inbound call center supervisor supporting the New York State of Health Open Marketplace's Affordable Care Act initiative. Part of the initial Rochester expansion project resulting in a 2,000 seat facility. Directly managed a team of 20 assisting state residents with inquiries regarding health care policy issues including initial selection optimization, Medicaid/Medicare qualifications, required documentation submissions, Open Enrollment changes, etc. Advised in additional call center operational aspects as needed.

- **Sutherland Global Services, Pittsford, NY 1993 - 2016**
Account Manager/Consultant 2002-2016 Program Supervisor/Mgr 1997-2001 Marketing Rep/Team Leader 1993-1996

High-end outbound business-to-business lead generation and sales mostly to "C" level contacts in the finance, healthcare and telecom industries verticals including GE Capital, Equifax, GE Healthcare, Welch Allyn, Avaya, Covad, and USPS. Additional customer service and tech support for Intuit's top of the line Lacerte professional tax preparation software (2 years).

Program supervisor or manager with shared bottom-line responsibilities for a variety of inbound and outbound lead generation and sales programs for companies including Xerox, Eastman Kodak, and Microsoft. Team sizes ranging from 3 to 40 people. Several cross-program duties, ensuring overall quality, productivity employee morale and client satisfaction. Directly wrote or assisted with script development for multiple phases into specific vertical markets. Responsible for creating and maintaining computer based records (metrics, personnel information, daily through monthly program activity, client-required data, etc.). Xerox product and skills trainer for 250+ project employees. Internal Sutherland consultant for Nautica, Olympus America, and Starband programs. Developer of ISO documentation and guarantor of compliance. Internal senior level ISO auditor, (1997-2003), COPC trainee.

- **Freelance computer programmer, assorted part time and temporary positions 1991-1992**

- **Richland Industries, Rochester, NY 1981-1990**
Operations Manager 1989-1990 Retail Store Mgr 1988-1989 Distribution Mgr 1984-1988 Salesman/ Store Mgr 1981-1984

Responsible for operational/administrative functions relating to order fulfillment and processing for nine stores in Rochester, Buffalo and Syracuse. In charge of customer service and office staffing for the department of 12. Optimized record keeping systems – implemented cost cutting procedures – enhance software performance – corporate trouble shooting

EDUCATIONAL BACKGROUND

- Sutherland University (company training) 2-8 hour courses: Coaching, Discipline/Documentation, Financial Forms, Interviewing, Leadership, Managing Poor Performance; COPC Call Center Standards (32 hours); Career Advancement Program (30 hours).
- Nazareth College, Rochester, NY Management Training, 1998 (20 hours)
- Excel Training, Inc., Rochester, NY ISO 9000 Internal Auditor Training, 1997 (10 hours with additional follow-up)
- Great Lakes Management, Rochester, NY Management Training Seminar, 1988 (40 hours)
- Alfred University, Alfred, NY Bachelor of Science- Ceramic Engineering, 1981

PERSONAL INTERESTS AND HONORS

- **Philately (stamp collecting)**- Nationally accredited judge, international exhibitor and presenter. Author of numerous articles and columns. Active in local through international organizations in a variety of leadership positions:
American Philatelic Society (35,000 members): Chapter Activities Chairman responsible for 600+ stamp clubs (1997-2015)
Cover Collectors Circuit Club (5,000 members): Publicity Chairman, Webmaster (1988-present)
Int. Society of Worldwide Stamp Collectors (500 members): President (1994-97), PR Director (1990-94), Webmaster (1997-2005)
Rochester Philatelic Association (85 members): President, VP, ROPEX Stamp Show Chairman, Webmaster (1993-present)
Washington 2006: Media Communications Chair responsible for worldwide PR and exhibition promotion (2001-2006)
New York 2016: Media Communications Chair responsible for worldwide PR and exhibition promotion (2010-2016)
Stamp Camp USA: Vice President and Board member. America's premier youth philatelic educational group. (2010-present)
- **Greece Choral Society**- Treasurer and librarian (1983-present). Tour director and organizer for two European concert trips.
- **Webmaster** for several personal sites, non-profit organizations and creator of the web's largest amateur wrestling reference site.
- **PC Consultant**- troubleshooter for Windows based personal computer software and hardware.
- **1996 Olympic Torch Bearer**- selected for outstanding community service by Coca Cola.