

# HARRY LAWRENCE KOZLOVSKY

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## STRATEGIC CUSTOMER ENGAGEMENT EXPERT

### Exceed Customer Satisfaction | Resolve Critical Issues | Increase Development Opportunities

Innovative problem solver / leader recognized for an intuitive approach with people, communication, and management; uses definable metrics to resolve the most complex issues, build strong relationships, improve operations, service, cost efficiencies, conduct surveys, evaluate SOWs and SLAs, and increase business development for clients.

Expertise in identifying root cause issues and translating processes into clear, understandable, action plans that seamlessly resolve all issues and improve operations. Using strategic skills, strong presentation and public speaking skills, trains/mentors functional teams, and engages customers providing new development opportunities.

Diversified experience / skills span project management, entrepreneurial growth stages, call center, and internal / external customer support in large and smaller private industry and non-profit organizations.

- Strategic Planning
- Service Delivery
- Communications Expert
- Conflict Resolution
- Business Development
- Corporate Growth

## PROFESSIONAL EXPERIENCE

**HOUGHTON MIFFLIN HARCOURT**, Elkridge, Maryland

2010 to 2014

### Manager, IT Digital Project / Customer Experience

Experienced strategic customer resolution expert, serving as primary Tier III point of contact, supporting Sales, Tier II and Field Service Support, QA, and Customers for SkillsTutor, a digital K-12 supplemental, prescriptive, and diagnostic educational program, serving 2.5M students, 200M lessons served, and 2.4B questions answered ([www.mySkillsTutor.com](http://www.mySkillsTutor.com)), generating 15M revenue, in peak, on \$500K capital/\$250K expense.

- Manage the full life-cycle creation, development, Agile Kanban tracking and go-live project development and implementation, monitoring day to day progress, QA, preventing blockages, creating collaboration and knowledge transfers between outsource and in-house resources, increasing communication paths / processes and coaching across teams, applying appropriate techniques to achieve successful outcomes for multiple multi-million dollar projects, achieved within budget.
- Strategically troubleshoot and resolve client issues, to ensure many successes that led to over 90% retention and new business opportunities.
- Create / analyze helpdesk metrics to discover breakdowns in the process and strategically deploy options for successful resolution and improve productivity.
- Skilled strategic customer advocacy and engagement expert, using Salesforce as a tool, serving as a strategic client relationship builder and primary interface to external customers; successfully managed customer engagements to completion / satisfaction.
- Setup and manage JIRA issues database, used by entire team, allowing for efficient tracking and flow of all helpdesk and QA tickets / requests.

**FOODEM.COM** Baltimore, Maryland

2008 to 2014

### Partner

Active Partner, who supports CEO, in all strategic and customer experience issues, for a unique start-up IT company supported by the State of MD incubator program, that services the \$60B wholesale food seller and buyer's industry.

- Manage strategic customer support and development.

- Manage all our go to marketing strategies and communications
- Successful VC Development which led to \$700K first round funding in 2013.
- Conducted customer focus presentation groups identifying needs during early stages.
- Strategist for all social media interactions

**SYSTEM AUTOMATION CORPORATION**, Columbia, Maryland

2002 to 2008

**Manager, National Customer Service**

Managed hands-on customer service, account / vendor contracting, relationship building and development in support of a sophisticated technology product servicing over 40 state government licensing agency clients in over 25 states, generating >\$3M in revenue.

- Achieved a 95% Agency Customer Satisfaction Rating.
- Rewrote, comprehensively, customer service policies and procedures, while adhering strictly to ISO planning and reporting policies and procedures.
- Instituted / managed technical support tools and assets including call center, meeting challenging SLAs, back-end Helpdesk tracking system tickets / requests, team development building, client web based front end submission and tracking system, Webex conferencing, and on-going customer telephone follow-ups.
- Enhanced future sales / business / retention opportunities through strategic partnerships and methodologies.

### ADDITIONAL RELATED EXPERIENCE

**ERICKSON LIVING– Senior IT Business / Client Relationship Analyst**

Managed projects of 10 staffers with overall technical system software and internal customer Call Center, ACD Management, and training support. Led the HelpDesk, supporting customer service for over 750 users in multiple WAN locations across the country.

**CENTRAL ATLANTIC TOYOTA DISTRIBUTORS – PC Support Manager**

Managed the Call Center, training, and support need for over 500 internal users. Wrote and edited all training programs, support materials, and corporate newsletters. Facilitated numerous training and procedure presentations.

### EDUCATION

**Bachelor of Science (BS), Business Administration / Marketing** Towson State University, Towson, Maryland

### CONTINUAL ORGANIZATIONAL LEADERSHIP

**Associated Jewish Federation of Baltimore**

- Jewish Community Centers of Baltimore, Board of Director 2006 –Present
- Baltimore Jewish Council Holocaust Commission, Chair – 2008-2010
- Jewish Family Services, Board of Director 2006 – 2008
- Jewish Vocational Services, Board of Director 1996 – 2000 ; Awarded Leadership Award, 2000
- Baltimore Jewish Council, Leadership Development Program, 2001
- Annual Campaign, Chair, New Gifts Division, 1994-1995

**Maimonides Academy of Baltimore - Founder / President**

One of three founders of a growing K-12, state blue ribbon award winning, private parochial day school. Grew from original 52 K-2 students in 1991 to a peak of 445 students in 2005 with numerous graduating classes. Hands-on president, chairing board , oversight of all management / support issues to Head of School, and significant fund-raising campaigns of a growi-ng \$4M Day School budget. Severe cash flow issues led to closure in 2011.