



# JACKSON TURNER

Regional Director

✉ support@qwikresume.com ☎ (123) 456 7899 📍 Los Angeles 🌐 www.qwikresume.com

## PROFESSIONAL SUMMARY

Accomplished Regional Director with 10 years of experience driving strategic initiatives and operational excellence across diverse regions. Adept at leading high-performing teams, optimizing processes, and enhancing customer engagement. Recognized for achieving significant revenue growth through innovative strategies and building strong stakeholder relationships.

## WORK EXPERIENCE



**Regional Director**  Feb / 2019-Ongoing  
**Seaside Innovations**  Santa Monica, CA

- Supervised a team of 4 regional managers, overseeing operations for 1000 employees across multiple call centers.
- Directed a \$147 million annual budget, ensuring financial sustainability and operational efficiency.
- Implemented customer service strategies that led to the highest historical satisfaction scores in the company's history.
- Received the JD Power National Award for outstanding Customer Service excellence.
- Reduced operational expenses by 20% through strategic workforce management and process optimization.
- Established a Customer Care team, enhancing end-to-end service delivery and operational efficiency.
- Designed a benchmarking program that secured executive approval for innovative projects and resource allocation.

**Regional Director**  Feb / 2015-Feb / 2019  
**Crescent Moon Design**  Portland, OR

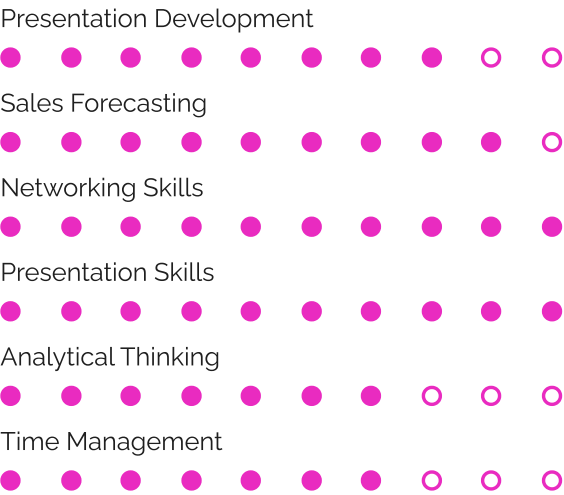
- Oversaw program implementation across five regional offices, ensuring compliance with regulations and policies.
- Provided leadership and guidance to directors and staff, maintaining quality service standards.
- Managed high caseloads while ensuring adherence to state and contractual obligations.
- Conducted monthly meetings to align strategies and share best practices across regions.
- Successfully transformed underperforming offices into compliant and efficient operations, achieving 100% compliance.
- Collaborated with the Department of Family Services to enhance service delivery and crisis intervention.

## EDUCATION

**Master of Business Administration**  Feb / 2012-Feb / 2015  
**University of Texas**  Toronto, ON

Focused on Strategic Management and Operations.





## SKILLS



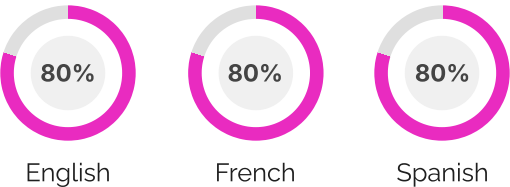
## INTERESTS

-  Gaming  Fashion
-  Film  Technology

## STRENGTHS

-  Fairness  Flexibility
-  Forward-thinking  Gratitude

## LANGUAGES



## ACHIEVEMENTS

- Increased regional revenue by 30% through strategic initiatives and process improvements.
- Achieved top customer satisfaction ratings, surpassing industry benchmarks consistently.
- Streamlined operational processes, reducing costs by 15% while improving service delivery.