



## ~ Biography ~

Beverly is a Certified Project Manager and HR professional with over 30 years of experience managing and developing teams.

She began her career with AT&T as a Customer Service Representative. Upon promotion to first level Manager, she led a team of representatives and owned the customer satisfaction process for her organization.

Later, Beverly was charged with leading Business Process Outsourcing where she designed and delivered process, product, and Customer Satisfaction Training. During her last few years with the company, she served as Labor Relations Manager, owning the administration of the Grievance Process and back-office work for the Bargaining Agreement.

Now, as Owner of Strategic HR Consultants and Professional Speaker, she works to help Customer Service Managers build efficient and effective, high-performing teams.

Beverly's primary **workshop packages** are —

- 1.) Performance Improvement for Customer Service Teams: A Workshop on Enhancing Customer Experience
- 2.) Creating a Customer-First Culture: A Workshop on Improving Customer Satisfaction and Loyalty
- 3.) Discovering DISC: A Workshop on Understanding and Applying the DISC Personality Profile

She has two **keynote speeches** —

- 1.) Team-building Cultures
- 2.) Inspiration for Contact Center Managers

Beverly lives in Lithonia, Georgia (outside Atlanta) with her husband and family. She enjoys gardening, long walks, traveling and quality time with her family.