LEO LOPEZ

Customer-focused executive leveraging entrepreneurial success to drive growth, innovation, and operational excellence in dynamic organizations

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SUMMARY

Dynamic leader with over a decade of experience in customer experience, contact centers, and business operations. Adept at building high-performing teams, implementing cutting-edge technologies, and aligning customer strategies with business goals.

CAREER EXPERIENCE

03/2011 - 01/2017

El Segundo, United States

Vice President Member Services

TechStyle Fashion Group

- Designed, implemented, and scaled Member Services organization from a **25** full-time equivalent (FTE) startup to a **1200** FTE global, multi-site domestic, and offshore operation, establishing people, process, and technology infrastructure to meet the high-growth demand of an expanding member base
- Instrumental in increasing Member Retention Rates, doubling rates from below **20%** to **40%**, by implementing comprehensive development, quality, and performance management programs focused on member loyalty
- Supported multiple brands in expanding into emerging European Markets, successfully integrated two brands through company acquisition, and facilitated the rapid acceleration of the North American core brand, which ramped up by **300** FTE in the second year

01/2006 - 12/2011

Los Angeles, United States

Senior Manager Client Success & Sales Operations

VXI Global Solutions

- Promoted to senior management in dual role overseeing client relations & operations on outsourced inbound/outbound customer acquisition programs for Fortune 500 telecoms and entertainment sector companies (Verizon, Vonage and DIRECTV); Liaised with client vendor management teams at executive level with business review, and P&L accountability for portfolio exceeding **$50 Million USD**
- Spearheaded outbound telemarketing campaigns, controlling campaign budgets upwards of **$500K** USD per quarter. Directed Verizon's FIOS Outbound Telemarketing pilot program, assisting program growth from **10** FTE to **50+** FTE agents and gaining recognition for VXI as #1 vendor in FiOS sales
- Doubled the size of DIRECTV MAS Spanish Inbound Sales Program to 115 seats; consistently surpassed 28% sales conversion goal up to 34%; noted for increasing production billable hours from 5.25 average to 6.45, increasing program revenue and improving overall efficiency and hourly call volume capacity

ENTREPRENEURIAL EXPERIENCE

09/2019 - Present

Los Angeles, United State

Co-Founder and CEO

Calltastic Ventures LLC

Customer Contact Solutions tailored for Startups & Small Businesses

- Co Founded and managed a remote first consulting and BPO (Business Process Outsourcing) small business growing from **6** to **120** global employees and and an average of **1.5 million** in revenue.

04/2017 - Present

Los Angeles, United States

Founder & Principal Consultant

RISE Global Solutions

A Boutique Consulting Agency specializing in Customer Experience & Contact Center

- Founded to help entrepreneurs and visionaries that don't fit the corporate box, RISE Global Solutions provides advisory and consultative support services to LA based startups and small businesses.

KEY EXPERTISE

Customer Experience & Retention | **Contact Center Operations & Strategy** | **Leadership & Staff Development**

TECHNOLOGY

Google/Microsoft | **CCaaS** | **AI Agents** | **QA Platforms** | **KB & LMS Systems** | **Database Development/Management**

EDUCATION

2002 - 2004

Bachelor of Science Technical Management

DeVry University, Pomona CA

1997 - 1999

Associate of Applied Sciences Electronic Engineering

ITT Technical Institute West Covina, CA