CHRISTOPHER CRINER

Coshocton, OH 43812

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SUMMARY

Dynamic and results-driven Director of Operations with over 25 years of expertise in streamlining processes and reducing costs through detailed analysis and automation. Passionate about leveraging technology to automate repetitive tasks, ensuring efficiency and consistency. Proficient in contract negotiation and compliance with governmental regulations, including HIPAA PHI and PII. Recognized for leading cross-functional teams through complex migrations and organizational changes. Skilled software developer and data analyst with a proven track record in devising and implementing effective IT solutions.

TECHNICAL PROFICIENCIES

- Operating systems management
- Software/Applications/Tools: SQL, SQL Server Reporting Services (SSRS), Crystal Reports, Excel, Access, Salesforce, Workday, Jira, Blackbaud, PyCharm (Python), Five9, Genesys, TalkDesk, Vonage, Zendesk, SharePoint, AWS, Microsoft Azure, Google Cloud Platform (GCP), Tableau, Power BI, Microsoft Power Automate, ServiceNow
- Hardware: Routers, switches, load balancers, printers, print servers, server blades, memory, network cards, motherboards, computer processors, SAN/NAS storage systems, VoIP phones
- Strategic planning
- Cross-functional collaboration
- Operations management
- Cross-functional team coordination

LICENSES & CERTIFICATIONS

- Payment Card Industry (PCI) Compliance – ITM Marketing
- Microsoft Certified Technology Specialist (MCTS) – CED Solutions

WORK HISTORY

01/2022 to 03/2024 **Sr. Manager of Systems and Processes**
Therapy Brands – Remote
- - Process Management: Subject Matter Expert (SME) for Zendesk, supporting both internal staff (Call Center) and clients, ensuring smooth operation and efficiency.
- - EDI and ERA Processes: Developed and deployed Electronic Data Interchange (EDI) and Electronic Remittance Advice (ERA) enrollment processes, streamlining billing and payment operations.
- - Revenue Cycle Management: Designed and implemented Revenue Cycle Management (RCM) processes, optimizing revenue streams and financial tracking.
- - Customer Service Efficiency: Enhanced customer service efficiency by overseeing the Automatic Call Distributor (ACD) platform.
- - Software Development and Migration: Developed software to migrate Zendesk to Salesforce, ensuring a smooth transition and reducing operational redundancies.
- - Salesforce Administration: Acted as Salesforce Administrator, overseeing configuration, customization, and integration to ensure seamless functionality.
- - Sentiment Analysis: Developed sentiment analysis using the davinci 003 language model to enhance customer feedback processing and improve service quality.
- - Team Support: Supported a team of 300, demonstrating exceptional organizational skills and multitasking capabilities.
- - Regulatory Compliance: Ensured compliance with HIPAA PHI and PII regulations, maintaining data security and privacy.

10/2014 to 05/2021 **Director of Operations & Business Development**
ITM Marketing – Remote
- - Operations Control: Controlled all operations for the contact center, including interviewing, hiring, and scheduling team members for the on-site and remote workforce.
- - Maintenance Compliance: Ensured maintenance compliance in all buildings and negotiated Service-level Agreements (SLA).
- - Workforce Expansion: Secured a contract that increased the workforce from 80 to over 1000 employees and transitioned to a remote environment within 30 days.
- - Revenue Generation: Generated $4.8 million in revenue through contract negotiations.
- - Relationship Building: Fostered relationships with Military officials, resulting in numerous contracts.

10/2014 to 03/2018 **Director of Information Technology/Interim Directo**
ITM Marketing – Coshocton, Ohio
- - Team Oversight: Oversaw a team of Developers and Technicians, managing recruiting initiatives for team expansion.
- - Process Improvement: Improved IT and Operational processes through detailed action plans.
- - Expense Reduction: Reduced expenses by $100,000 through financial analysis

and process improvements.

- - Salesforce Implementation: Directed a team of three Developers and two Technicians, enhancing team participation during the implementation of Salesforce.

10/2006 to 07/2014 **Business & Data Systems Analyst/Software Developer**

Enactus (Formerly SIFE) – Springfield, Missouri

- - Salesforce Migration: Initiated the implementation of Salesforce by migrating data from Blackbaud.
- - Intranet Development: Developed the company intranet for ease of access and international usage.
- - Expense Reduction: Achieved a $200,000 decrease in expenses by transitioning from Blackbaud to Salesforce.
- - IT Support: Provided IT and Data support to international team members in 38 countries.

05/1999 to 06/2006 **Statistics/Reporting Analyst**

MCI – Springfield, Missouri

- - Report Generation: Developed and generated reports in Excel, Access, and Crystal Reports to monitor sales effectiveness.
- - Database Development: Developed in-center databases and websites, resolving computer and networking issues for a 500-seat call center.

TRAINING

- Microsoft Office SharePoint Services - CED Solutions
- CompTIA Linux+ - New Horizons Learning Center
- CompTIA Security+ - New Horizons Learning Center
- CompTIA Network+ - New Horizons Learning Center