

## Contact

[www.linkedin.com/in/tomfflint](http://www.linkedin.com/in/tomfflint)  
(LinkedIn)

## Top Skills

Operations Management  
Process Improvement  
Outsourcing

# Tom Flint

Automotive Technician at Pepboys  
Greater Chicago Area

## Summary

Accomplished leader with a passion for the environment and a successful track record of building, growing, and running complex business operations.

Focused on developing a broad base of leadership skills in operations with Citibank and then Bankers Trust Company. Consistently received increasing responsibilities.

Built and ran a world class customer service organization in the employee benefits and HR field for Hewitt Associates. Grew a small fledgling operation of 150 people in two locations into a sophisticated, multi-site, multi-country operation of over 3,000.

In recent years, developed personal expertise in the fields of renewable energy and sustainable building practices through local and national organizations, conferences, personal research, and virtual networks.

Holds a BS in Industrial Engineering (University of Missouri) and an MBA (Indiana University).

Served in a variety of capacities at a not-for-profit, educational institution: Woodlands Academy. Served on the Board of Trustees as Board Chair. Has enhanced his knowledge of educational institutions while broadening his network of community leaders.

## Specialties:

Business Analysis  
Change Management  
Client Management  
Communications  
Cost Reduction  
Customer Satisfaction Measurement

Customer Service Management  
Customer Service Technology  
Energy Efficiency  
Fund Raising  
Human Resources  
Industrial Engineering  
Marketing  
Operations Management  
Outsourcing  
People Management  
Photovoltaic Design and Installation  
Pricing  
Process Improvement  
Project Management  
Quality Assurance  
Renewable Energy Strategy  
Sales  
Strategic Planning

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## Experience

Pepboys  
Automotive Technician  
August 2016 - Present  
Round Lake Beach IL

eviCore healthcare formerly CareCore National  
VP HR Operations  
January 2015 - July 2015 (7 months)  
Blufton, SC

Woodlands Academy  
Chair of the Board of Trustees  
August 2011 - May 2015 (3 years 10 months)  
Lake Forest, IL

Unpaid volunteer in a variety of capacities.

Served on the Advancement Committee (the primary fund raising arm of the school). Served on a subcommittee for school accreditation and assisted in the annual fund raising event. Participated in the development of a new campus

master plan with Perkins & Will. Led the Fathers Club including event planning, fund raising, and community development for 2 years. Elected to the Board of Trustees in 2012. Elected chair of the board in 2014. As chair, responsible for the search and appointment of a new head of school.

## Self Employed

### Owner

December 2005 - December 2011 (6 years 1 month)

Engaged in an effort to develop expertise in the fields of renewable energy and sustainable building practices. Pursued several avenues of education including personal research; formal classes; hands on experience in the design and installation of photovoltaic systems; passed first level exam working toward certification. Joined several national organizations (i.e. American Solar Energy Society) and participated in national conferences to increase knowledge, network with others in the field, investigate distribution and supplier relationships, and to create contacts. Joined local organizations to gain local market perspective; assess potential business opportunities; estimate market opportunity.

## Hewitt Associates/AON

### Global Practice Leader for Customer Service

June 1993 - July 2005 (12 years 2 months)

Lincolnshire, IL

Given a strategic mandate to ensure customer service operation could grow as fast as the business demanded.

- Determined mission-critical needs across the operation; from human resources to technology
- Created a business plan, set clear direction, created structure, hired world-class team and executed the plan
- Achieved significant market differentiation through customer service
- Drove revenue from \$100 million to over \$2 billion
- Grew customer base from 300,000 to more than 18 million customers, with over 80 million contacts per year
- Grew staff from 150 in two locations to 3,000+ in six locations in the U.S., Canada, the U.K., and India
- Achieved year over year double digit reductions in cost per contact
- Maintained strong customer quality metrics with 95+% client retention
- Created and managed high-performance support functions including:
  - . Quality assurance and metrics to quantify and improve service

- . Workforce management and skills-based call routing to organize the staffing and scheduling process and thereby improve efficiency and balance workloads
- . Industrial engineering to build forecasting models and improve processes to drive efficiency and service quality
- . Business resumption planning to ensure service continuity cross-location at an appropriate cost
- . Training using realistic job performance simulations, and
- . An employee assessment and reward model to create a knowledge-based career path while increasing job performance and retention.
- Conceptualized and sponsored development of an innovative customer service agent desktop technology with integrated performance support. Drove improvements in first-contact resolution and employee satisfaction
- Guided all areas of customer service technology including the web, desktop applications, case management, email management, IVR and call routing to ensure a consistent vision for the customer experience
- Elected to the Partnership in 1996. Firm went public (NYSE) in 2002 with \$3 billion market cap.

#### Bankers Trust (now Deutsche Bank)

Division Head - 401k Operations and Customer Service

June 1987 - June 1993 (6 years 1 month)

Jersey City, NJ ~ Senior Vice President

- Managed a defined contribution trust and service operation for large corporate clients with a staff of 125
- Grew business four-fold over a three year period through cross-selling and innovative sales presentations.

Nashville, TN ~ Managing Director

Led a project to implement a new domestic location for the expansion of customer service:

- Drove the location study utilizing an external consultant
- Provided overall project leadership
- Successfully hired over 200 employees
- Launched and managed the operation while achieving high levels of customer and employee satisfaction
- Reduced operating costs over 25%.

Citigroup

## Senior Vice President

May 1979 - June 1987 (8 years 2 months)

Responsible for the operations delivering all banking products for the domestic Private Bank with a staff of 200+.

Scope included commercial loans, letters of credit, wire transfer, collateral processing, statement rendition, checking, savings and three branch banks.

Managed payroll tax filing operation providing service for corporate clients of the Bank.

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## Education

Indiana University - Kelley School of Business

MBA, Business · (1977 - 1979)

University of Missouri-Columbia

BS, Industrial Engineering · (1973 - 1977)