

STEPHANIE VORDEMBERGE

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Stephanie Vordemberge



SUMMARY

With over 20+ years of experience, accomplished leader with a track record of success in overseeing cross-country teams supporting high-revenue and strategic accounts. They excel in driving operational excellence and financial performance while fostering a culture of customer-centricity and continuous improvement. Skilled in managing various aspects of customer support operations, from order processing and billing to technical support and customer migrations, they bring a proactive approach to process improvement and talent development. Their expertise in leveraging data analysis and technology implementations drives organizational growth and maximizes customer and employee engagement.

CORE COMPETENCIES

- Strategic Leadership
- Operational Excellence
- Customer-Centric Culture Development
- Process Improvement
- Talent Development
- Data Analysis
- Technology Implementation
- Customer and Employee Engagement

EXPERIENCE

Director, US Tax Support

Thomson Reuters | Toronto, ON | Aug 2022 – Present

- Lead the US tax support group at Thomson Reuters, ensuring operational excellence and financial target achievement through strategic budgeting and cost management practices.
- Cultivate a culture of customer-centricity, personal ownership, and continuous improvement across global teams within the US tax support function, fostering an environment conducive to delivering exceptional service.
- Collaborate closely with stakeholders to analyze and optimize query resolution performance, refine processes, and establish robust escalation paths, all aimed at elevating customer satisfaction levels within the US tax support realm.
- Act as a vocal advocate for customer feedback, channeling insights into actionable strategies to drive holistic performance enhancements and bolster overall customer satisfaction metrics for US tax support services.
- Play a pivotal role in shaping and executing support requirements for both new and existing US tax products, tools, processes, and strategic initiatives, aligning efforts with organizational objectives and market demands.
- Take a proactive approach to managing customer relationships, prioritizing client retention strategies and fostering enduring partnerships within the US tax support landscape to drive sustained growth and success.

Manager, Customer Support & Billing Quality

Thomson Reuters | Toronto, ON | Dec 2015 – Aug 2022

- Strategically relocated operational functions to optimize resources across US, Canada, and the Philippines, maintaining high C-SAT. Conducted cross-training initiatives to support US Tax during peak seasons.

- Transitioned inbound sales calls to a US-based inside sales team, driving incremental sales growth. Established strong relationships with sales and client management stakeholders globally.
- Led a 4-year Salesforce.com Service Cloud (CRM) implementation project for the Canadian enterprise, ensuring alignment with Legal Canada's business needs and Agile methodology.
- Orchestrated the migration of Canadian Contact Centre phone queues to a TTEC platform, implementing robust reporting mechanisms. Introduced a new Customer Success Platform to enhance self-service capabilities and improve the customer experience.
- Restored contact center stability, achieving YTD 2020 CSAT of 82% and YTD 2022 CSAT for Legal Canada at 92.40%. Managed Billing Quality and Issue Resolution Team, reducing billing issues by 45% through process improvements and collaboration with Commercial Policy.

Lead Supervisor – Customer Service

Thomson Reuters | Toronto, ON | Apr 2014 – Dec 2015

- Oversaw 35 agents across 4 specialized Customer Support Teams: Helpline General Support, Premier, Technical Support, and Business Recovery, ensuring adherence to Lead Supervisor – Customer Service standards.
- Provided leadership and guidance to Customer Service Leads and Teams, promoting a collaborative and goal-oriented environment reflective of the Lead Supervisor – Customer Service role.
- Monitored Key Performance Indicators (KPIs) to optimize customer experience and retention rates, a key responsibility of Lead Supervisor – Customer Service.
- Managed team performance and operational metrics, making strategic personnel decisions to maximize efficiency and effectiveness, aligning with the Lead Supervisor – Customer Service position.
- Collaborated cross-functionally to identify process improvement opportunities, contributing to organizational objectives and the delivery of exceptional customer service as outlined in the Lead Supervisor – Customer Service role.

Product Migration Lead & Premier Supervisor

Thomson Reuters | Toronto, ON | May 2013 – Apr 2014

- Orchestrated the conversion and migration of Practical Law, Taxnet Pro, Westlaw Next Canada, and CLB customers to SAP, demonstrating adept project management skills and meticulous planning to minimize disruptions.
- Devised and executed a strategic plan in partnership with Sales to augment the Premier account portfolio, driving revenue growth and bolstering customer retention in key territories.
- Acted as a pivotal Subject Matter Expert (SME) for internal teams, furnishing comprehensive insights into back-office systems to ensure smooth migration execution and sustained operational efficiency.
- Implemented proactive measures to mitigate customer and user impact during conversions, ensuring a seamless transition and upholding customer satisfaction throughout the migration process.

Order Processing Operations Supervisor

Thomson Reuters | Toronto, ON | Feb 2008 – May 2013

- Oversaw workflow optimization to meet print and online order processing SLAs, conducting resource assessments and planning meetings with teams regularly, in line with the role of an Order Processing Operations Supervisor.
- Initiated cross-training initiatives to enhance team adaptability to workflow changes, emphasizing continuous skill development and knowledge sharing among members, essential for an Order Processing Operations Supervisor.
- Led process improvement efforts, collaborating with the team manager to streamline workflows and optimize resource allocation, aligning with the responsibilities of an Order Processing Operations Supervisor.
- Managed employee development through performance reviews, recognition of achievements, and timely feedback, ensuring team members had the requisite skills and knowledge, while maintaining SOX compliance in auditing processes, integral to the role of an Order Processing Operations Supervisor.

Premier Account Representative

Thomson Reuters | Toronto, ON | Feb 2002 – Feb 2008

- Provided dedicated and personalized customer support to strategically important accounts, utilizing advanced problem-solving skills to address intricate inquiries promptly and effectively via both phone and email channels, ensuring the highest level of client satisfaction.
- Managed a wide array of responsibilities including setting up contacts, processing orders, offering comprehensive product information, facilitating online entitlement setups, and executing subscription maintenance and retention efforts, demonstrating a deep understanding of the client's needs and preferences.
- Proactively identified and pursued sales leads within the customer portfolio, employing established processes to seamlessly transition prospects to the sales team, thereby fostering revenue growth and strengthening client relationships, all while adhering to stringent 24-hour service level agreement (SLA) requirements.

EDUCATION

Bachelor of Sociology

Florida International University | Miami, FL | Sep 2001

Police Foundations Certificate

Seneca College | Toronto, ON | Sep 2000

SKILLS

- Project, Resource, and Change Management
- Data Management & Analysis
- Critical Thinking & Problem Solving
- Effective Communication
- Strategic Planning
- Remote Team Leadership
- Contact Centre Technology
- CRM Tools (Salesforce, Service Cloud)
- Effortless Customer Experience (Certified: Gartner)

REFERENCES

Doug Chaulk

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