



TIM KRYNICKI

Shorewood, WI

TK@TimKrynicky.com

www.TimKrynicky.com

www.linkedin.com/in/timkrynicky

PROFILE

Technologically driven manager and analyst that strives towards innovative approaches while utilizing integrated technical, creative and operational skills, seeking to grow professionally with a cutting edge company.

EXPERIENCE

UL CENTRAL STATION BRANCH & NATIONAL QUALITY MANAGER, EMERGENCY 24, WAUKESHA, WI — 9/12 - 5/17

- Solely managed entire branch, including hiring, fingerprinting, HR paperwork, training, scheduling, weekly payroll, operator performance reviews, adherence to policies and procedures, building engineering, UL record keeping and maintenance and IT administration of alarm receiver/server systems and operator workstations.
- Established branch as a UL Certified Central Station by collaborating with the technical and engineering departments to administer expansion, upgrades and adherence of guidelines needed to pass UL Central Station inspection. Utilizing my background in IT, this included expansion of alarm receiver and IT infrastructure to duplicate Emergency 24's headquarters infrastructure, which established the branch as the primary backup site of all products and services in the event of a catastrophic headquarters failure.
- Maintained company call quality, protocol and procedures as National Quality Manager through monthly review of over 60 Operators in five national branches.
- Through analysis of correlation between inbound/outbound call volume and staffing, created and implemented operator scheduling system, addressing five national central station's staffing needs to effectively and efficiently handle call volume companywide.
- As an Associate Member of the Wisconsin Electronic Security Association, attended board meetings assisting in the enactment of legislation beneficial to Wisconsin security companies, lended experience and insight into association trajectory and coordination of events and established relationships with statewide security companies.
- Promoted new Dealer Video Monitoring Program while cultivating new and furthering existing business relationships with alarm dealers throughout country.
- Created call volume weather prediction system by extrapolating amount of alarm accounts by zip code from SQL database, processed in Google Fusion Tables then exported to Google Earth to overlay real-time Doppler radar to determine how nationwide weather might effect call volume in highly concentrated alarm account areas to proactively address staffing needs.

ADMINISTRATIVE MANAGER, DEALS MAGAZINE, DES PLAINES, IL — 9/11 - 9/12

- Through management of Customer Service, Account Managers, administrative, fraud and clerical departments, provided unparalleled service to subscribers and vendors.
- Contributed and collaborated on implementation and logistics of new website features, products and incorporated into department workflows through training.
- Analyzed and created company wide policy and procedures to combat referral, gift card and duplicate account fraud.
- Developed workflows, procedures and training materials for Sugar, H2Desk Help Desk and company proprietary web-based customer/vendor management software and trained individual departments.

BUSINESS DEVELOPMENT, EPITONIC, CHICAGO, IL — 1/11 - 5/11

- Developed and authored corporate business plan, which included market strategy and implementation, product phases, corporate objectives, vision/mission and generated business models.
- Assisted in App development by providing iOS and Android market research and evaluation of third party App developers.

MANAGER, CHESTER BOOT SHOP, ROSEVILLE, MI — 2/06 - 5/09

- Administered, designed and maintained e-commerce system, which grossed \$105k in 2008, over 15% of gross store revenue.
- Grossed over \$328k in non-commissioned sales in 2008, 48% of overall sales.
- Produced three original television commercials through personal production company which aired regularly through Comcast.

FIELD SUPPORT/WORKSTATION TECHNICIAN, CONTRACTED TO COMERICA, DETROIT, MI — 7/05 - 9/05

- Deployed software/firmware upgrades for Blackberry phones and migrated corporate executives to Palm cell phones.
- Provided held desk support, setup new and refurbished PCs, and provided on site diagnostics and installations to networked systems.

EDUCATION

COLUMBIA COLLEGE, CHICAGO, IL — Master of Arts Management, Media Management

WAYNE STATE UNIVERSITY, DETROIT, MI — Bachelor of Arts, Media Arts and Studies

AWARD

2017 ASSOCIATE MEMBER OF THE YEAR: EMERGENCY 24 — Wisconsin Electronic Security Association