



ROZ BROOME

Abbreviated Professional Biography April 2023

For the comprehensive bio see >> <https://bit.ly/3H4fUVp>

For CCConsult Network certified competencies see >> <https://bit.ly/3Adjysr>

Since 2015 Roz has provided professional services to the industry as an independent specialist CX and Contact Centre Consultant, operating as Roz Broome Consulting, working with both local and international clients.

She has assisted in transitioning new business into South Africa through:

- Due Diligence of Operations in the country of business origin
- Strategic Project Management role on Transition Team
- Liaison role between International Client and local Outsource Service Provider
- Participation in Client decision making such as site and location
- Identifying appropriate business and specialist service providers

Off Shoring

Roz, personally, has worked with Global Service Providers and understands the complexity in offshoring business and the risks this decision presents. She has experience in travelling internationally and assisting in the due diligence that is necessary for the Client and the Business Process Outsourcing company to successfully transition the business. Travelling on a British Passport she can respond on very short notice to this travel requirement.

Once the business decision is made Roz can take on a role with the transitioning Project Team to ensure a comprehensive view of the process is presented to ensure that all detail is accounted for.

The South African Market

Roz has worked with clients who are setting up Contact Centres and she has played a significant role in the planning, through project managing new contact centre builds and operational set up

Roz assists local business in addressing contact centre related issues that arise from time to time in a dynamic business such as customer interaction centres.

This ranges from assisting in identifying the disconnect within the business to coaching teams through understanding the customer experience dynamic.

- Workshops to raise level of understanding
- Designing material to be used in training
- Working with Executive Teams and Leadership to understand their role in driving performance

Specific Expertise and Experience

Crafting, refining, and clarifying Customer Experience strategies is another service provided. Roz has worked with the business, to create a strategy at Executive level, then ensures that the message is simplified. The message is then distributed and becomes part of the Contact Centre DNA.

Roz also worked with BPO's that would like to present themselves to the Global Market with the objective of securing International Business. This ranges from evaluating the premises, processes and business fit.

Working with the new Operation, Roz has assisted with the transitioning of the business and this ranges from being part of the Recruitment team and interviewing the leadership of the new operation right through to ensuring that the site is in order to accommodate the new business.

Once the training starts and the operation goes live Roz would ensure that the team establishes an operating rhythm and that the relationship with the overseas client is established and interaction take place at the appropriate level and intervals.

Roz joined Capability BPO on a 3-year contract and initially played a strategic guidance role, moved to Chief Operating Officer in August 2019. Prior to that she had assisted the company in securing the contract with an American Client, setting up the Greenfields site in Durban, ensured that the ramp took place as per the ramp plan and that the competency Glide Path was on track.

Whilst with Capability she transitioned a second USA Client during the Covid-19 lockdown and ensured that this team was up and functioning as a cohesive unit before stepping aside from the COO role.

In the last months of her contract with Capability she started the COPC implementation process which she handed over to the Management team to complete.

Roz now does ad hoc work with companies and is available for projects. She is currently involved in a Customer Experience Invigoration Project with a Youth Development Agency.

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