

SANDRA L. DE BLANC

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SUMMARY: Mediation incorporates the skills and expertise forged throughout a thirty career as a Customer Service Executive. After graduation from Capital University Law School's Mediation and Dispute Resolution Certificate Program, the knowledge and skills gained through this 18 semester credit hour program were further enhanced by participating in additional specialized training provided by the Ohio Supreme Court. As a practicing mediator in the Franklin County Ohio court system, the Greater Columbus Better Business and in private practice a structured, facilitative process is utilized. It is gratifying to have the opportunity to assist individuals and businesses to resolve conflicts in a way that encourages a continued relationship.

PROFESSIONAL EXPERIENCE

2007 to Present Capital Mediation Associates (Sandra L. DeBlanc., LLC)

MEDIATOR

Practices mediation in accordance with Ohio Law and the Uniform Mediation Act, utilizing a facilitative seven stage model. Provides consultative services to businesses and organizations in support of their existing dispute resolution practices or the development of an internal program to address conflicts as they arise.

- Private practice mediation focusing on business and personal issues
- Approved Better Business Bureau mediator and training consultant in support of their conciliation and mediation programs.
- Actively involved in Franklin County Courts' Dispute Resolution Programs and regularly volunteers time in support of a variety of court mediation programs, including Small Claims and Eviction Courts, Magistrate and Judge Referred cases, Domestic Relations and Juvenile Victim Offender Mediations.
- Received specialized training in divorce Mediation, including the areas of Domestic Abuse and Child-Related Issues as required by the Ohio Supreme Court.

1998 to 8/2004 BMG Direct (formerly BeMusic)
A direct marketer of CD's with over 12 million club members.

VICE PRESIDENT/DIRECTOR, CUSTOMER RELATIONS

Responsible for customer service and infrastructure support for inbound calls, emails and white mail. Managed 3 direct reports and staffs as large as 400 employees with a budget of \$15 million.

- Changed the culture from a rigid, unresponsive organization to a highly trained, highly motivated flexible organization dedicated to customer care. Handled total contact volume of 13.7 million.
- Instituted cross functional training between phones, email and white mail to maximize productivity, handle peak volumes and provide relief from highly stressful phone activity. Reduced overtime and improved service levels. Achieved the business goal of answering 80% of calls within 40 seconds, improving from 66% in 40 seconds.
- Assessed the most cost effective use of technology. Implemented voice response units, reader boards, scheduling packages, and call monitoring systems. Achieved 98% accuracy on all transactions, improving from 80%.
- Piloted for the marketing department customer retention strategies, cross selling and up selling techniques. Gathered metrics and provided feedback.

- 1993 to 1998** Atlas Editions (formerly Newfield Publications)
 A \$200m direct mail publishing company selling to the juvenile and adult market.
- DIRECTOR, CUSTOMER SERVICES***
 Managed 5 supervisors and 100 customer service representatives responding to in-bound customer contacts.
- Hired as a change agent to re-energize and re-vamp the culture, improve service and reduce cost.
 - Within one month in the position directed and initiated a massive cross-training program to develop internal skills needed to support the expected transition to phone contacts.
 - Reviewed and revised all policies and procedures to improve customer service and increase efficiencies. Created teams from all areas to identify best practices.
 - Improved quality and consistency of associates' phone skills.
 - Researched, selected and implemented a phone switch to handle call volumes and provide call statistics.
- 1985 to 1992** Limited, Inc., Victoria's Secret Catalogue Division, Columbus, Ohio
- DIRECTOR OF CUSTOMER SERVICE AND SALES*** 1988 - 1992
- OPERATIONS MANAGER*** 1985 – 1988
- Managed ten managers and a staff of 900 hourly employees handling outbound and inbound calls. Budget responsibility of \$10 million.
 - Started up the customer service function. Created policies and procedures and implemented infrastructure support growing from 50 employees to over 900 employees in this 24 x 7 operation.
 - Built organizational capability by developing and implementing comprehensive training programs to address phone techniques, product awareness, sales and use of technology.
- 1983 to 1985** John Righi Sales Agency, Columbus, Ohio
 A manufacturers' representative firm which represented building materials and hardware companies.
- MANUFACTURER REPRESENTATIVE***
 Sold product to wholesale, manufacturing and home center clients in 3 states.
- 1974 to 1980** Plaskolite, Inc., Columbus, Ohio
 A plastics extrusion company
- SALES MANAGER*** 1980
- CUSTOMER SERVICE MANAGER*** 1974 – 1979

EDUCATION

- Capital University Law School, Columbus, Ohio
 Mediation and Dispute Resolution Certificate Program, 2006
- University of Southwestern Louisiana, Lafayette, Louisiana
 Masters of Business Administration, Marketing, 1983
 Bachelor of Science, Psychology, 1968