

Nile Bertrand

Client Director

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Professional Summary

Innovative, results-driven Product Operations Manager with 20+ years of experience in broadband technologies, data analysis, and operational excellence, including direct and vendor-based roles at Altice USA. Skilled at optimizing workflows, leading cross-functional teams, and implementing data-driven solutions to improve product quality and customer experience. Expertise in DOCSIS, FTTH, in-home Wi-Fi, and mobile application ecosystems. Proven ability to leverage tools like Power BI, Tableau, and Jira to drive insights, improve KPIs, and streamline product operations.

Professional Experience

Client Director – Intelcia (Altice USA Vendor)

April 2024 - Present

- Pioneered the redesign of operational workflows for over 500 professionals, driving a 50% improvement in response times while elevating productivity standards by 20%.
- Led the development of Tableau and Power BI dashboards, reducing reporting time by 30% and improving operational visibility, contributing to a 10% increase in team efficiency.
- Enhanced NPS by 10 points in nine months by implementing customer feedback loops and process improvements.
- Developed and enforced standardized procedures for product launches and operational workflows, ensuring seamless execution across teams.
- Collaborated with developers to enhance mobile application performance and usability, increasing app engagement metrics by 18%.

- Established a continuous improvement framework for operational workflows, delivering iterative enhancements that boosted process efficiency by 12%.

Client Manager – Intelcia (Altice USA Vendor)

September 2023 – April 2024

- Spearheaded operational enhancements for a team of 250+, utilizing data insights to drive efficiency and deliver a 9% increase in KPI performance through data-driven strategies.
- Designed Excel and Power BI dashboards to improve visibility into OSAT, NPS, and FCR metrics, leading to a 15% operational efficiency gain.
- Implemented quality control measures that decreased stakeholder complaints by 15% and improved project accuracy by 20%.
- Partnered with Customer Experience and R&D teams to document best practices, achieving a 10% improvement in customer satisfaction scores.
- Introduced tailored training programs that increased employee proficiency, with 95% of staff meeting KPI targets post-training.
- Implemented a continuous feedback mechanism to identify and address bottlenecks in team workflows, achieving a 9% improvement in project delivery timelines.
- Conducted extensive usability testing on operational tools, enhancing ease of use and reducing error rates by 20%.

Client Service Executive – Intelcia (Altice USA Vendor)

March 2022 – September 2023

- Conducted usability testing for mobile and browser-based apps, improving user satisfaction scores by 12% through actionable data insights.
- Automated workflows, reduced ticket resolution times by 18%, and achieved a 25% increase in team productivity.
- Designed dashboards highlighting KPIs and trends, enabling leadership to reduce operational inefficiencies by 10%.
- Developed workflow optimization processes, enhancing collaboration across teams and reducing turnaround times by 10%.

Supervisor, Technical Support – Altice USA

January 2017 – March 2022

- Analyzed product performance metrics to align goals with strategic objectives, achieving quality improvements across the board.
- Established feedback loops to refine customer support processes and enhance product operations continuously.
- Provided training on new tools and technologies, driving adoption and improving agent efficiency by 30%
- Managed escalations with a 98% resolution rate, reducing repeat customer calls by 2.5% and boosting customer satisfaction scores.
- Spearheaded the redesign of troubleshooting workflows, enhancing usability for support agents and improving first-call resolution by 10%.

Lead, Technical Support – Altice USA

January 2017 – March 2022

- Resolved escalations, achieving a 92% first-call resolution rate and reducing average handling time by 10%.
- Trained new hires in best practices, resulting in a 25% improvement in onboarding efficiency.
- Developed and enforced procedures for DOCSIS, FTTH, and in-home Wi-Fi technologies, decreasing installation errors by 15%.

Education

Bachelor of Arts in Organizational Management, Ashford University

Associate of Applied Science Accounting, BMCC

Certifications

- **Six Sigma Green Belt | Six Sigma Black Belt**
- **Atlassian Agile Project Management Professional Certificate**
- **AI for Managers Professional Certificate**
- **Generative AI for Business Leaders**

- Customer Success Foundations

Technical Skills

- Broadband Technologies: DOCSIS, FTTH, in-home Wi-Fi
- Data Visualization Tools: Power BI, Tableau
- Collaboration Tools: Jira
- Cloud Platforms: Google Cloud, SharePoint
- QA Processes: Usability testing, debugging tools, performance analysis
- Programming: Basic scripting and automation tools

Key Achievements

- Increased QA compliance SLA from 10% to 92% in under a year.
- Reduced repeat interactions by 2.8%, enhancing FCR and customer satisfaction.
- Implemented process optimizations, saving 150+ hours monthly and improving operational efficiency.
- Boosted mobile app usability and engagement through structured A/B testing and customer feedback analysis.

Core Competencies

- Product Quality and Operations Optimization
- Data Analysis and KPI Development
- Workflow Automation and Process Improvement
- Mobile Application Ecosystems
- Cross-Functional Team Leadership
- Strategic Planning and Execution
- Stakeholder Relationship Management
- Quality Assurance (QA) and Compliance