

James D Creviston

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Senior-Level Operations Management

- High-performing operations analyst.
- Experienced customer service manager.
- Skilled marketing professional.

Experience

KeVita, Inc.

2013-2017

Consumer Relations Supervisor

- Decreased customer product complaints by 30% during last 12 months.
- Tracked QA trends and provide data for corrective action cutting consumer complaints by 28% over last 12 months.
- Developed and implemented quality-improvement and change strategies for consumer relations division of \$500-million probiotic beverage company.
- Aligned consumer and sales team strategies to grow sales an average of 90% year over year.

Executive Operations Analyst

- Identified project requirements by analyzing operations and documenting results.
- Ensured revenue growth and aligned business P&L.
- Lead training for Sales and Operations personnel as well as outside vendors.

Marketing Assistant

- Developed new ways to activate at retail with Field Marketing team.
- Developed marketing plan to increase customer base by 12%.
- Prepared reports by collecting, analyzing, and summarizing information.

Consumer Services Specialist

- Supported Sales and Marketing Team by implementing FAQ's for consumer questions and complaints.
- Increased QA data tracking by implementing Zen Desk solution to cut responses times by 60%.

JP Morgan Chase; Personal Banker

2011-2013

Unique Communication Solutions; Tech Support Lead

2006- 2011

Education

- Master of Business Administration – American Military University, 2012
- United States Navy Veteran, Honorable Discharge, 2003

References Available Upon Request