

Patrick Sylvester

Analytics & Product Operations Leader

Tennessee, USA (Remote) Phone available upon request patrick.sylvestersolutions@gmail.com patricksylvester.solutions

SUMMARY

Strategy, innovation, and operations leader with 6+ years at a Fortune 500 technology-care company, currently serving the Office of the CEO as a trusted advisor on high-stakes initiatives. Leads cross-functional programs from problem framing through execution: shaping strategy with executives, prototyping processes and products, automating workflows, and building the analytics that make decisions defensible. Delivered \$10M+ in attributed value across operational analytics, initiative leadership, product innovation, and operational improvement.

CORE COMPETENCIES

Strategy & Innovation

Executive Consulting & Decision Support

Initiative Leadership

Product Development & Prototyping

Process Automation

Change Management

Operations Analytics

Power BI

SQL

Incident & Crisis Response

Compliance & Risk

Stakeholder Management

Lean Six Sigma

PROFESSIONAL EXPERIENCE

Senior Analyst, Office of the CEO

Apr 2022 – Present

Fortune 500 Technology-Care Company · Nashville, TN (Remote)

STRATEGY & INITIATIVE LEADERSHIP

- Led strategy, design, and execution of a claims-processing initiative from concept to rollout, cutting handling time 40% and customer wait time 45%, freeing ~23K productive hours per year with no drop in customer experience.
- Directed a compliance-driven initiative on device replacement policy exceptions: framed the problem for executives, led root-cause analysis, and drove adoption that cut exception costs 71% YoY (~\$1.2M annualized).
- Led workstreams within a \$3.5M escalation simplification program and a contact-center platform migration spanning five teams, validating routing, queue design, and customer-risk points before go-live.
- Drove a 43% reduction in escalation-team overtime (21K to 12K hours) through outlier management, workload visibility, and coaching adoption across frontline leaders.

INNOVATION & PRODUCT DEVELOPMENT

- Co-led an AI Hackathon team of four software engineers to prototype an AI-powered executive insight engine; built multiple working features and expanded product and software-engineering capability.
- Designed and built an end-to-end sales-remediation automation that replaced a proposed manual workflow, reducing effort across support, compliance, and partner teams while improving consistency and handoffs.
- Championed enterprise AI adoption: introduced leaders and peers to AI best practices, agentic coding tools, and workflow automation; mentored peers in Power BI, enabling dozens of new reports in the first half of 2026.

EXECUTIVE CONSULTING & DECISION SUPPORT

- Served as a trusted advisor to senior leaders during high-visibility incidents, including a customer-communications incident affecting a large number of customers: aligned executives, drafted talking points, quantified impact, and shaped corrective actions.
- Partnered with Supply Chain, Transportation, Product, Technology, Legal/Fraud, Partner Success, and Customer Service leadership on enterprise client escalations, business resiliency, and new-business strategy.
- Built an executive reporting portfolio (18 leadership-ready assets, ~1.3K monthly views) that helps leaders identify drivers, owners, and actions faster across contact rate, satisfaction, repeat callers, and productivity.

ANALYTICS & OPERATIONAL IMPACT

- Delivered an analytics and automation portfolio worth \$10M+ in attributed value across the initiatives above.
- Built productivity reporting across five specialized escalation teams, driving a 61% increase in work per hour and reclaiming 12.6K hours (~\$1.37M annualized capacity).
- Operationalized audit-claims reporting for a major wireless client supporting \$5.0M in verified YTD savings; earlier work closed escalation and process gaps worth \$4.5M annually, cut in-store claim handle time ~20 minutes (\$1.1M/yr), and identified \$1.5M+ in vendor and routing opportunities.

Operations Coach / Supervisor — Call Center Escalations

Sep 2021 – Apr 2022

Fortune 500 Technology-Care Company · Nashville, TN

- Managed multi-queue customer-support teams across mobility clients; coached agents, developed leads, and drove performance consistency.
- Built reporting to surface escalation trends, SLA breaches, and process failures, enabling targeted coaching and process improvement.

Care Solutions Specialist — Call Center Escalations

Jun 2020 – Sep 2021

Fortune 500 Technology-Care Company · Nashville, TN

- Recognized as Expert MVP and top performer supporting major telecom customer escalation queues.
- Resolved high-friction escalations while building Power BI reporting for escalation and operational metrics.

Earlier Roles

2019 – 2020

- Ship Dock Operator, Amazon — Chattanooga, TN (Apr–Jun 2020).
- City Supervisor, Parking Management Company — Chattanooga, TN (Aug 2019 – Jun 2020).

EDUCATION & CERTIFICATIONS

- Lean Six Sigma Green Belt — University of Tennessee, Haslam School of Business.

SELECTED RECOGNITION

- Recognized by senior executives for executive consulting, AI and product innovation, enterprise client escalation support, and rapid response to critical issues.