

Mary Murcott Executive Profile

Mary Murcott is a strategic, innovative business transformation executive with over 30 years experience in service and sales in diverse global industries including travel, transportation, hospitality, health care and communications. She specializes in designing service delivery platforms, developing distribution channel strategies and leading high performance teams in attaining best in class technology, service, sales and economics.

She most recently held the position of CIO and SVP Worldwide Reservation Services for Budget Group Inc.

Ms. Murcott has been instrumental in driving change and performance turnaround in many companies including DHL, Budget Rent a Car, Ryder TRS and Cox Communications. She has proven extremely successful at leading start-up operations, mergers, consolidations and turn-around situations.

She has a unique perspective on organizational performance. Her ability to leverage technological innovation, combined with her leadership, project and performance management expertise, has repeatedly proven successful in driving significant improvements in enterprise level performance.

Ms. Murcott is a builder of award-winning customer contact centers. A number of her projects have received Teleprofessional's Bronze and Zenith Awards. Her team was also a recipient of Call Center Network Group's "Call Center of the Year" award. Additionally, she has received YWCA's Tribute to Woman in Business award.

A frequent speaker at international industry symposia on customer service, sales, technology and productivity strategies, recent keynote speaking engagements include the International Productivity and Quality Council's European Consortium in Monte Carlo and the 2004 Telecommunications User Group in New Zealand.

Ms. Murcott received her B.A. in Philosophy from Creighton University. She recently authored a book entitled *Driving Peak Sales Performance in Call Centers*. Ms. Murcott President of Performance Transformations, Inc., providing call center and e-commerce consulting, executive search, executive coaching and educational services.