

# ALLY MILLER

Remote, WI | Phone: [REDACTED] | Email: [REDACTED] | LinkedIn: [REDACTED]

**Director-level leader with 25+ years of experience driving service modernization, process improvement, and client/member experience across cross-functional operations, product support, and technology change. Known for building high-performing teams, using data to improve KPIs (AHT, NPS, TAT), and delivering measurable business outcomes.**

## CORE SKILLS

Service and contact center modernization; customer/member experience (CX); service design; journey mapping; VOC insights; operating model / target operating model (TOM); process reengineering; process mapping & standard work (SOPs); Lean/Six Sigma (DMAIC); continuous improvement; omnichannel servicing (chat/IVR); cross-functional program delivery; portfolio/roadmap management; benefits realization; KPI strategy & dashboards (AHT, NPS, TAT); root cause analysis; executive communications; stakeholder management; change management & enablement.

## PROFESSIONAL EXPERIENCE

### **HEALTHEQUITY, Remote (2019 – present)**

**Director of Business Experience**, March 2025 - Present

- Lead cross-functional initiatives to improve end-to-end business and member experiences, driving operational efficiency, service modernization, and measurable outcomes.
- Partner with Product, Operations, Technology, and Servicing to identify pain points, design scalable solutions, and standardize processes across complex workflows.
- Directed enterprise **Service Modernization** across **6 workstreams** and **30+ initiatives**, contributing to programs with an estimated **\$33M gross run-rate value**.
- Advanced **World Class Service Experience** through AI-powered chat, IVR, and expedited claims initiatives that reduced friction and improved speed and accuracy.
- Owned Business Experience delivery for foundational transformations including **Cisco/Verint cloud migration**, improving agility, service scalability, and readiness across contact center operations.

**Manager of Operational Improvement**, Feb 2022 – March 2025

- Led a team Process Designers to mobilize standard processes and improve operational performance.
- Partnered with business, operations, and technology stakeholders to deliver initiatives aligned to key KPIs including **AHT, NPS, service revenue, and TAT**.
- Produced executive readouts and progress updates; surfaced risks and dependencies early to keep workstreams on track.
- Used data and analytics to influence process changes and drive adoption within business teams.
- Supported rollout of new technology to increase employee efficiency and servicing capacity.
- Built a culture of continuous improvement by enabling employees at all levels to identify, size, and prioritize operational enhancements.

### **Manager of Service Delivery, Mar 2019 – Feb 2022**

- Managed **13** client-facing team members; established performance routines and development plans.
- Owned a **book of business** of **250+ clients** totaling **\$25M+** in revenue; protected retention and growth through proactive account management.
- Achieved **NPS of 75** (company average 37) by improving escalation management.
- Proactive client outreach to request feedback, assess health, and improve service delivery.
- Applied **Lean/Six Sigma** methods to support internal projects and reduce recurring operational issues.

### **CORELOGIC, Wauwatosa, WI (2015 – 2019)**

#### **Account Services Manager, Aug 2015 – Mar 2019**

- Owned client relationships totaling \$4M+ in annual revenue
- Project-managed implementation/upgrades of 5 CoreLogic products, coordinating timelines, stakeholders, and change readiness.
- Delivered onsite client presentations; led weekly client touchpoints to improve satisfaction and reduce risk; created **35+ process/procedure documents** to standardize delivery.
- Lean Six Sigma Green belt earned; project resulted in **\$75K annual YOY savings**

### **FIS, Brown Deer, WI (2007 – 2015)**

#### **Client Services Manager, Aug 2012 – Aug 2015**

#### **Product Research Specialist, Senior, Nov 2007 – Aug 2012**

- Managed client portfolios totaling **\$60M+** in annual revenue
- Monitored annual loyalty survey and created improvement action plans to address themes and gaps.
- Wrote and approved **50+** global client communications, including change notices and service updates.
- Supported functional authoring for **5** core banking software products
- Translated business requirements into clear documentation.
- Assisted with functional design and implementation of a new loan servicing application.
- Resolved client issues, improving product usability and reducing repeat issues.
- Provided onsite support for **2** bank conversions, coordinating stakeholders and issue resolution.
- Prepared global client communications for system outages and other high-impact events.

## **EARLIER CAREER**

#### **Wells Fargo Bank — Store Manager (Jun 2006–Nov 2007) |**

#### **TCF Bank — Business Banking Manager (May 2005–Jun 2006); Employee Development Specialist (Jun 2000–May 2005)**

- Improved sales performance by increasing checking sales from **73% to 125%** and raising the number of employees meeting goals from **2 to 6** through coaching and performance routines.
- Developed and mentored bankers, **achieving 100%** attainment of minimum standards within 6 months; improved employee satisfaction by **8%** (5% over company average).

## **EDUCATION**

**MBA, Cardinal Stritch University | BS Management, Cardinal Stritch University**