
Profile

Candice

First Name

Roberts

Last Name

133 Amora Avenue

Street Address

Venice

City

FL

State

34285

Postal Code

What district do you live in?☒ District 1

candee@me.com

Email Address

Mobile: (317) 225-3193

Primary Phone

Home:

Alternate Phone

Retired

Occupation

Which Boards would you like to apply for?

Parks and Recreation Advisory Board: Appointed

Have you ever been convicted or pled "no contest" to a misdemeanor offense?☐ Yes ☒ No**Have you ever been convicted or pled "no contest" to a felony?**☐ Yes ☒ No

Demographics**Are you a city resident?**☒ Yes ☐ No**How long have you lived in the City of Venice?**

8 1/2 years

Question applies to multiple boards

Do you own property within the City of Venice?☒ Yes ☐ No

Do you have a physical disability?

☐ Yes ☒ No

Interests & Experiences

Are you currently serving or have you served on a city board?

☒ Yes ☐ No

If yes, please list:

Chairman, Economic Development Advisory Board

Why are you interested in serving on a board or commission?

I'm interested in giving back to the community that I live in and, having served on an Advisory Board in the past, recognize that boards can be influential in driving vision and direction. My personal passion is spending time outdoors running, biking, hiking, walking the beach and enjoying nature. I want to help protect and enhance our parks and recreational resources so Venice residents and visitors can continue to enjoy them for years to come.

Resume of Education and Experience:

Member and Chairman of City of Venice Economic Development Advisory Board from March 2011 through 2015. Volunteer Coordinator and Assisted Local Race Coordinator for REV3 Triathlon from 2012 through 2015. Recruited and managed over 700 volunteers annually for national triathlon event held in our city. Maximized safety of the athletes, funds raised for not for profit organizations in our community and positive experience for all. Athletes rated Venice the #1 race for local support/feeling welcome of all Rev3 events throughout the country. Member Bike/Walk Venice from 2013 to 2015 Board Member Visit Sarasota County/Sarasota County Sports Commission 2014

PROFESSIONAL SUMMARY Executive level professional experienced in strategy development, building high performance teams and delivering revenue growth and employee and customer loyalty in software, telecommunications, and financial services industries. Working "in the trenches" and leading teams in start-up and fast growing businesses resulted in a commitment to customers, quality and quantifiable business results.

PROFESSIONAL POSITIONS 2005-2009 Vice President, Sales, ANGEL Learning, Indianapolis, Indiana 2002-2005 Independent Consultant, Indianapolis, IN 1999-2002 Vice President, Customer Services, Cygent, San Francisco, California 1997-1999 Director, Customer Loyalty Solutions, Cambridge Technology Partners, San Francisco, California 1990-1997 Senior Vice President, Customer Service, Prudential Bank, Atlanta, Georgia

PROFESSIONAL EXPERIENCE ANGEL Learning, Inc. (acquired by Blackboard Inc.) ANGEL Learning provided learning management software to public and private educational institutions across the United States. The privately held company was founded in 2000 and, after achieving average annual revenue growth over 70%, was acquired by Blackboard Inc. (NASDAQ: BBBB) in 2009. As an executive team member and V.P. Sales, was responsible for collaborating on the development and execution of the company strategy and leading the sales team in achieving annual revenue objectives through acquisition of new customers and expanding relationships with existing customers. Cygent (acquired by Convergys) Cygent was the first web software company using Java technologies to offer a comprehensive eBusiness Support System (eBSS) for the telecommunications industry. As an executive at this firm from June 1999 to February 2002, responsibilities included creating and shaping company Customer Loyalty strategy, building and managing all customer facing roles and teams and ensuring delivery of referencable customers through on-time, on-budget software implementation projects. Cambridge Technology Partners (acquired by Novell) Cambridge Technology Partners provided process reengineering and technology solutions to businesses world-wide. As Director of Customer Loyalty Solutions, responsibilities included business development, consultant education, sales support, and delivery for customer loyalty and contact center projects. Prudential Bank Prudential Bank was a division of Prudential Insurance Co., providing financial services to consumers through indirect sales and service. As Senior Vice President, Customer Service, and member of the Credit Card business unit executive team responsibilities included collaborating on the overall product, pricing, marketing, sales, service and collection strategies and building and managing Customer Service contact center operations.

EDUCATION B.S., Secondary Education with concentration in Political Science and Math, Ball State University, Muncie Postgraduate credits in business, political science, and education, Indiana University, Bloomington and Indianapolis Speaker at Customer Loyalty and Call Center conferences

Member of the Following Organizations:

Moms Demand Action, Indivisible.org, March for our Lives

[CRobertsResume091711.doc](#)

Upload a Resume

Acknowledgements

Candice Roberts

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317/225-3193; candee@me.com

PROFESSIONAL SUMMARY

Executive level professional experienced in strategy development, building high performance teams and delivering revenue growth and employee and customer loyalty in software, telecommunications, and financial services industries. Working “in the trenches” and leading teams in start-up and fast growing businesses has resulted in a commitment to customers, quality and quantifiable business results.

PROFESSIONAL POSITIONS

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2002-2005	Independent Consultant, Indianapolis, IN
1999-2002	Vice President, Customer Services, Cygent, San Francisco, California
1997-1999	Director, Customer Loyalty Solutions, Cambridge Technology Partners, San Francisco, California
1990-1997	Senior Vice President, Customer Service, Prudential Bank, Atlanta, Georgia

PROFESSIONAL EXPERIENCE

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- Influenced overall company strategy with special focus on organization and process design related to employee and customer satisfaction and loyalty. ANGEL was named as a ‘Best Place to Work’ in Indiana in 2008 and 2009. The ANGEL LMS software product was the annual winner of the Software Information Industry Association (SIIA) CODiE Award for Best Postsecondary Course Management Solution for three years. Consistently achieved over 96% customer retention.
- Grew sales team by over 200%. Coached and developed 21 sales team members responsible for direct sales, technical sales support, existing account sales and prospecting. Led the design and evolution of sales organization, policies and processes.
- Grew revenue from \$4m to \$21m through acquisition of ‘sweet spot’ customers, and providing training, policies, resources and tools which enabled the sales team to continually increase effectiveness and efficiency and deliver referencable customers.

Cygent (acquired by Convergys)

Cygent was the first web software company using Java technologies to offer a comprehensive eBusiness Support System (eBSS) for the telecommunications industry. As an executive at this firm from June 1999 to February 2002, responsibilities included managing Customer Service ensuring delivery of referencable customers through on-time, on-budget software implementation projects. Significant accomplishments include:

- Led three organizations comprised of Professional Services, Education Services and Technical Support Services. Coached and developed 6 direct reports and over 40 employees including project managers, business analysts, technical architects, software engineers, and technical

support representatives.

- Developed and implemented processes for customer satisfaction; sales support; product implementation; product training including curriculum, course development and delivery; technical support; budgeting; knowledge management; and hiring and retaining key personnel.
- Demonstrated strong results orientation and customer focus by leading teams which delivered 47% of annual company revenue; 4.6 Customer Experience rating on a 5.0 scale; 25 on-time software implementation projects; software product training for over 450 participants; and technical support for 24 customers and partners.

Cambridge Technology Partners (acquired by Novell)

Cambridge Technology Partners provided process reengineering and technology solutions to businesses world-wide. As Director of Customer Loyalty Solutions, responsibilities included business development, consultant education, sales support, and delivery for customer loyalty and contact center projects. Significant accomplishments include:

- Established thought leadership, identified target markets, defined project implementation methodologies, and developed a group of customer loyalty and call center consulting experts.
- Provided executive expertise and credibility in support of strategic sales. Built and maintained CXO level customer relationships generating over \$10 million in sales revenue.
- Provided program management, direct project management and industry expertise for project teams working with strategic customers. Projects included customer loyalty and multi-site call center assessments; call center consolidation; recruiting, training, performance management, and customer interaction process reengineering; skill based call routing; volume forecasting and staffing models; business measurement and analysis methodologies; CRM software evaluations and implementation. Demonstrated customer focus and results orientation by ensuring on-time delivery of projects and referencability of all customers.

Prudential Bank

Prudential Bank was a division of Prudential Insurance Co., providing financial services to consumers through indirect sales and service. As Senior Vice President, Customer Service, and member of the Credit Card business unit executive team responsibilities included collaborating on the overall product, pricing, marketing, sales, service and collection strategies and building and managing Customer Service contact center operations. Significant accomplishments include:

- Provided leadership to handle over 6 million Visa and MasterCard sales and service customer contact interactions annually resulting in customer satisfaction ratings of 90% and higher.
- Provided leadership, coaching and development to 6 direct reports and over 200 contact center representatives.
- Developed and implemented project and process management methodologies focused on customer driven design and quality execution. Led the largest project utilizing this methodology which consisted of three teams with over 40 members from 2 companies. A new product, processes, technology and organization were delivered on time, in 5 months, and resulted in 2 million new customers.
- Directed the development and implementation of a bank wide operational excellence framework based on Malcolm Baldrige criteria.

EDUCATION

B.S., Secondary Education with concentration in Political Science and Math, *Ball State University, Muncie*

Postgraduate credits in business, political science, and education, *Indiana University, Bloomington and Indianapolis*

Speaker at Customer Loyalty and Call Center conferences