



## PLANNING COMMISSION APPLICATION

PO Box 4100 Frisco, CO 80443

1 Main Street, Frisco, CO 80443

970-668-5276

Page Two

Why are you interested in serving on the commission? \_\_\_\_\_

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\_\_\_\_\_  
\_\_\_\_\_

Why do you believe you are qualified for appointment? \_\_\_\_\_

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What training, experience, education, or skills do you have that would enhance your ability to serve on the commission? \_\_\_\_\_

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What do you think are the major issues facing the Town of Frisco? \_\_\_\_\_

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**Please read the following, then sign and date.**

- I certify that the facts are true and correct contained in this Commission Application.
- I further certify that I have not been convicted of a felony under the laws of the State of Colorado or in another jurisdiction.
- I understand that falsification, omission or misrepresentation can result in a rejection of this application.

Signature: Brian Rourke

Date: 10/2/2023

Please submit your application to Community Development Department, Town of Frisco,  
1 Main Street, Frisco, CO 80443 or [cherylm@townoffrisco.com](mailto:cherylm@townoffrisco.com).

**Last Name:** Randall

**First:** Brian

**Middle:** A

**Education:** Bachelors of Science Business- Bowling Green State University - Bowling Green, Ohio

**Other Certifications** - Six Sigma Black Belt (process improvement programs and practices)

How long have you lived in the Town of Frisco?

14 months full time

Are you a Frisco Business Owner or Manager

No

Do you, or the company you work for, do business with the Town

No

Have you ever been employed by the Town?

No

Do you have relatives presently working for the Town?

No

Are you currently serving on another committee or comm  
for the town?

No

**Why are you interested in serving on the commission?**

After living here for the past year ive become very involved in all the Town's activities, have met a lot of our neighbors and local business people, and have enjoyed meeting them all. Id like to have the opportunity to give back and hopefully utilize the experiences and skills i gained in my work career prior to my retirement, to assist in this towns planning efforts.

**Why do you believe you are qualified for this appointment?**

I believe anyone given this opportunity would have to come in planning to learn quickly and contribute when needed. In my work experience, i was required to do this often. As part of my Six sigma background, i was required to be inserted into projects and teams that were experiencing problems or stalling. Later in my career i was able to use these skills on both small and large projects and teams. I believe this commission is successful due to its ability to engage and involve town members and i would look forward to working with more of the people of Frisco.

**What training, experience, education , or skills do you have that would enhance your ability to serve on this commission?**

As mentioned above, i have decades of experience in problem solving using Six Sigma and Lean processes. Ive managed many multi million dollar projects at all levels of complexity and i enjoy working through people to accomplish the commissions tasks.

**What do you think are the major issues facing the Town of Frisco?**

Frisco is a unique town and i believe the biggest issues facing Frisco would be the ability to balance the need for controlled growth while ensuring the businesses in town thrive. I also think its necessary to balance those needs with the need to maintain the exceptional small town feel here. One of the biggest attractions (beyond the outdoor playground we live in!) is the safe, small town warmth that Frisco exudes. I think keeping that balance in sight while meeting the needs of both townspeople and business's would be key.

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Signature



Date





# Brian A. Randall



## Functional Experience:

- Lean Six Sigma Leadership
- Process and Organizational Redesign for Effectiveness
- Large Scale Project Mgmt
- Global Business Experience - Europe/Asia and Americas

## Select Industry Experience

- New Product Introduction - Apple
- Regional Contact Center Mgmt - Europe
- Business Transformation - Services
- New Product Development
- Sales and Sales Operations
- Voice of the Customer Leadership
- Manufacturing Process Support
- Commercial and Residential Property Mgmt

## Professional Background

Over 20 years of Global business experience in the Service, Support, Sales, and Operations fields, as well as Retail support functions. Brian also brings 9 years of in-country experience in Europe as well as direct responsibilities for teams in Latin America, Asia, and North America. Primary responsibilities have been focused on the customer experience as well as operational efficiencies development.

Specific work experience with Compaq, Dell and Apple Inc has allowed Brian to gain a wide range of experience and exposure to complex global business challenges throughout his career.

## Results Driven

Transformed European internal contact centers into cost equivalencies of Partner support groups (contract) while maintaining excellent Customer Satisfaction and Employee results. This was achieved through cost analysis and customer sat drivers, employee training plans and in depth data reviews. Establishment of standard measurement systems

## Leading Change

Through the use of Kaizen, activity studies, the results and processes of all employees within a service support group and reorganized the work and data capture process. Changing work and roles of nearly 250 employees resulted in higher employee satisfaction, higher efficiencies and accountabilities as well as a reduction in headcount needs for over 4 years.

## Innovation

Through process analysis, and engineering evaluations, re designed the warranty reserve application process for a major laptop production and marketing teams. This resulted in multi-million dollar savings.

The creation of advanced customer surveys and results analysis in multiple sales organizations, lead to new methods of sales development and revenue generation.

## Leading People

Leading large teams (850+ directs) as well as small highly trained teams in both operational and task force type environments. Almost all change includes people impacts and experience in HR, and sr mgmt roles ensures that this element is not neglected

# Brian Randall



## Career Summary

Dates	Company	Role
2013 - 2017	Apple - Austin	Sr. Manager Channel Service Support - AMR region
2012 - 2013	Apple - Austin	Sr. Manager - Apple Operations - AMR region
2008 - 2012	Apple Operations Europe	Sr. Manager - European Contact Centres
2007 - 2008	Dell Inc - Glasgow, UK	Global Contact Centre Operations - Planning
Jan 2007 -Dec 2007	Dell Inc - Glasgow, UK	Sr Ops Manager, UK & Ireland Commercial Technical Services
2006 - 2007	Dell Inc, - Dublin, Ireland	UK&I Efficiencies Program Sr Manager
2003 - 2006	Dell Inc, - Dublin, Ireland	EMEIA Customer Satisfaction/BPI program manager
2000-2003	Dell Inc, - Austin, Texas	Americas Customer Satisfaction / BPI program manager
1997 - 2000	Compaq - Houston Texas	Six Sigma Black Belt - Quality Mgmt - Product Div

## Profile

A resourceful, results oriented manager with a proven track record in Business Process Improvement, (Six Sigma Black Belt) Project Management, Sales Management, Product Services Management, Contact Center Management and most recently Account Management Support. I possess strong experiences in managing both large (800+) and international teams with a strong focus on Customers.

## Experience

### APPLE

#### SR. MANAGER- CHANNEL SERVICE SUPPORT - AMR REGION - 2013- PRESENT

Responsible for regional performance (North and South America) of Service Account performance. This includes day to day operations of a Contact Support group (technical and process support of all Apple certified accounts) Channel Solutions - direct account management, and Operations - Repair processing. The included measurements of performance include customer satisfaction, repair aging, repair quality, queue wait times, financial validation of account debit/credits. The direct results of my organization results in top customer satisfaction for repairs of apple products.Exp

#### SR. MANAGER - APPLE OPERATIONS AMR REGION 2012 - 2013

**Americas BPR** - Responsible for Capitally funded Business process reengineering projects impacting Logistics, Supply Demand, Reseller Operations, Apple Online Store. Also responsible for developing and rolling out a continuous improvement program for the Americas Operations. Responsible for Latin Americas Recycling and Environmental programs.

**Product Operations** - Responsible for introduction of new Apple products in the Americas region including all compliance and certification, roll out logistics, and master data mgmt associated. This also included an SAP technical support team focused on operational trouble tickets for AMR.

#### SR. MANAGER - APPLE CARE CONTACT CENTERS - EMEA 2008- 2012

Responsible for day to day operations of an 800+ person contact centre supporting Apple products including iOS, Mac, and iTunes. Results in role:

- Customer satisfaction improved from mid 70% - 90%.

- Managed growth with scale - from 150 to 800+ employees.
- Costs - Improved productivity and organized P&L structures to lower cost per minute rates bringing Cork in line with vendor and Amr levels.
- Introduced Six Sigma methodologies into site improvement efforts. Brought this training to Team managers and Area managers, yellow belt and green belt level curriculum.
- Involved in regional new product support readiness for AppleCare. - iPhone, iPad which included multiple service and support models.

**DELL (AUSTIN 2000-2003, EUROPE 2003-2008)**

**SR MGR GLOBAL CALL CENTER OPERATIONS - GLASGOW, UNITED KINGDOM**

Responsible for worldwide tech support agent scheduling. Worked to optimize headcount placement to obtain improved service levels in Americas, Europe, and Asia. Helped to organize the first global scheduling group in Dell during its transition from multiple regional teams.

**SR. OPERATIONS MANAGER, COMMERCIAL TECHNICAL SERVICES - GLASGOW, UNITED KINGDOM**

Responsible for day to day operations of Dell's largest EMEA technical support contact centre. Key metrics delivered via the 550+ person site included Customer Satisfaction, Cost of support delivery, and ability to scale operation efficiently.

- Achieved 15 percentage point improvement in customer satisfaction results.
- 30% pt improvement agent productivity in core support via Six Sigma efforts.
- 64% pt productivity improvement in Premium Commercial (Hi Touch) support.
- Led drive to winning the 2007 National Business Award for Scotland as well as the European Rubon du Honeur for Customer Focus.

**SR. MANAGER UK & IRELAND EFFICIENCIES PROGRAM OFFICE - DUBLIN, IRELAND**

Responsible for the creation and deployment of agent efficiency projects, process improvement and contact deflection programs across 6 contact centers in Europe and India. Tool and process deployments assisted improvements in Csat as well as provided visibility to agents allowing them to be more productive in their customer engagements.

**SR. MGR - EMEA CUSTOMER SATISFACTION/BUSINESS PROCESS IMPROVEMENT - DUBLIN, IRELAND**

Created the EMEA customer satisfaction programme for the Home and Small Business - Sales and Marketing groups.

- Constructed business requirements, survey process, and created research and analysis team
- Deployed over an employee base of 2000 Sales agents
- 26% annual improvement - target achieved.

Established Six Sigma programs/(BPI) for EMEA Sales & Marketing aimed at delivering operational improvements.

- \$74 Million cumulative savings - All EMEA targets achieved 2 consecutive years.

**SR MGR - CUSTOMER SATISFACTION/ BPI - AUSTIN, TEXAS**

*Certified Six Sigma Black Belt*

Responsible for leading Customer Experience improvement efforts within the Americas Sales segments. Managed a team of BPI specialists who focused on critical business needs.

Promoted Six Sigma program throughout Sales organizations as well as Services and acted as mentor on several key projects across Sales, Finance and Service. Results:

- Program managed BPI efforts reaching \$188 M in annual savings

- Introduced tools and achieved \$10.4 directly related to Six Sigma projects- FY02
- Achieved corporate BPI certification goals of 300% improvement.

**SR. MGR - EMEA CUSTOMER SATISFACTION/BUSINESS PROCESS IMPROVEMENT - DUBLIN, IRELAND**

Created the EMEA customer satisfaction for the Home and Small Business - Sales and Marketing groups.

**COMPAQ**

**SR MANAGER - QUALITY BLACK BELT HOUSTON, TEXAS 1997-2000**

Lead a team of Quality Black Belts focused on delivering improvement efforts in product excellence and customer satisfaction. - Portables product division.

- Part of a development team that delivered a new approach to quality planning , which included systemic views, linkages of customer needs, measurements and improvement initiatives to reduce warranty costs on new products.
- Coordinated Black Belt team efforts which directly contributed over \$150 million in savings through 2000.
- Evangelized Six Sigma Green Belt training throughout the commercial product group. This consisted of training various management personnel on statistical process control charting, data capture and analysis methods, creative thinking skills as wells as project management tools.

**Education**

Bowling Green University, Bowling Green, Ohio - Bachelor of Science, Business Administration (Specialization in Marketing Research), 1984. Six Sigma Black Belt Training/certification , 1998

**Referrals**

Available upon request