

John Nigro

Seeking a new opportunity - 25 years CRM, business operations, customer service and credit card fraud prevention / operations

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EXPERIENCE

Oracle, Austin, TX — Senior Principal Consultant

July 2004 - September 2024

- Configured Oracle B2C Service customer service software
- Configured Oracle B2B Fusion Service
- Configured Oracle Policy Automation (OPA)
- Configured Oracle Permitting and Licensing (OPAL)
- Configured over 100 implementations
- Worked on projects for private sector, local and state government, higher education, the US Army and the US Air Force
- Delivered 7 figure cost-savings for many of these customers
- Delivered 5-10% sales uplift for many of these customers

Register.com, New York, NY - Senior Operations Manager

June 1999 - July 2004

- Resolved all support issues escalated beyond “Tier 3”
- Designed the Domain Name Management web portal used to update DNS Servers and Contact information
- Designed upsell opportunities such as adding web hosting or email
- Assisted with a sales tracking tool for agents to track their phone sales
- Assisted in relocating the call center for support and sales from New York City to Yarmouth, Nova Scotia resulting in a cost savings of over \$10 mm yearly
- Resolved Material Control Weaknesses identified by auditors allowing the company to IPO in March 2000
- Handled “In-Person” customers showing up to the office needing assistance in New York City
- Reduced credit card “chargebacks” by 75% in 1 year
- Achieved the highest positive customer survey responses among our Tier 3 team
- Assisted with the tasks related to the company being acquired by a private equity firm and taken private in 2004

EDUCATION

Manhattan University, Bronx, NY — BSBA

September 1995 - June 1999

BSBA degree in Computer Information Systems

SKILLS

CRM sales systems
CRM customer support system
CRM marketing systems

Oracle B2C Service
Oracle B2B Fusion Service
Oracle Policy Automation (OPA)
Oracle Permitting and Licensing (OPAL)

Domain name registry and registrar operations
Web hosting operations
Credit Card fraud and chargeback protection
Call Center operations

Soft skills include handling “angry” customers and de-escalating situations to preserve their business

LANGUAGES

English

