

Yombwe Kotati

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Professional Summary

Empathetic and visionary leader with over 20 years of experience, recognized for achieving mastery in transformative customer success and product operations. I'm passionately dedicated to developing talent, mentoring emerging executives, and building inclusive teams that consistently deliver outstanding results. I have proven expertise in leadership development, training, and strategic guidance of cross functional teams, resulting in industry leading service improvement and business growth. Recognized by leadership as a champion partner to stakeholders for , leveraging data driven insights and deep technical acumen in the midst of highly turbulent uncertain market turns while achieving record customer satisfaction, retention, and operational excellence in dynamic technology environments.

Key leadership impact

- Built strategic partnerships that expanded support coverage by 40% and delivered \$1,800,000 in cost savings through vendor management.
- Optimized operational workflows, reducing onboarding time by 35% and generating \$520,000 in annual efficiency gains.
- Led development and training initiatives for cross functional teams, lowering turnover by 60% and accelerating feature delivery velocity by 40%.
- Fostered empathy driven communication with user centered design and scalable knowledge bases, improving customer satisfaction by 22%.
- Developed client retention programs and leveraged user analytics, securing > \$2,500,000 in retained revenue and elevating engagement with over 96% NPS.

Professional Experience

Product Operations Manager

Primerica, Duluth, GA | Feb 2019 – Present

- Orchestrated \$1,800,000 in savings with my team of over 70 contingent workers, implementing training programs that reduced support response times by 42% while sustaining 99.8% service availability.
- I designed onboarding that achieved \$520k YoY efficiency gain by streamlining onboarding and reducing turnover by 35% and boosted NPS by 22%.
- Transformed user adoption by 28% through workflow automation cutting bottlenecks by 46% and accelerating time-to-market for features.
- Retained \$2,300,000 in revenue while improving public facing solutions for over 180,000 users and reducing support volume through strategically designing and building new UX experiences.
- My team Delivered \$1,200,000 ROI launching cross functional product feedback loops, consistently driving prioritized development features for major releases.

- Spearheaded platform stability initiatives, reducing critical bugs by 40% along with QA and Dev teams while expediting deployment cycles for mission critical product updates.

Product Support Operations Supervisor

Primerica, Duluth, GA | Feb 2009 – Feb 2019

- Generated \$3,200,000 annual savings training for over 60 customer success reps, achieving 94% CSAT and maintaining 6 min Mean Time To Resolution (MTTR)
- Designed and Led talent programs lowering turnover by 60% and saving \$720K while nurturing a pipeline of 10 emerging leaders.
- Drove \$1,500,000 revenue increase by cross training over 300 team members, boosting feature adoption via user-centered design.
- Managed \$2,800,000 product expansion and three new initiatives while outpacing adoption targets by 27% through robust go-to-market execution.

Senior Support Operations Supervisor & Technical Team Lead

Primerica, Duluth, GA | 2002 – 2009

- Oversaw 65+ support vendor staff, increasing remote access capabilities and optimizing information security for over 200,000 users.
- Delivered productivity lift with call center metric analysis, expanding support hours by 40% and capturing a 35% increase in cost savings.
- Recent training initiatives for remote representatives saw a 40% increase in knowledge base scalability and feature delivery velocity.
- Partnered with developers and stakeholders to advance quality metrics and KPIs, driving continual improvements in service and documentation.

Financial Services Professional / Registered Investment Rep

Primerica, Duluth, GA | Feb 2006 – Present

- Conducted \$1,200,000 in user research, enabling data driven feature adoption and driving 32% improvement in engagement.
- Secured over \$2,500,000 in retained revenue through strategic client retention planning and targeted product solutions.

Education

Bachelor of Science | IT Management

Western Governors University (Expected May 2026)

Certifications

- Life and Accident Sickness (GA Insurance Comm)
- Series 6, 26, 63 Licensed – FINRA
- LOMA – ALMI, ACS, FLMI, FSRI

Languages

- **French - Fluent**
- **Spanish - Fluent**