

Yombwe Kotati

Director of Workforce Transformation

Suwanee, Georgia | 678 613 6121 | Yombwe.kotati44@gmail.com
[LinkedIn](#) | yombwekotati.com

PROFESSIONAL SUMMARY

I am a transformation leader who thrives on helping teams determine how they deliver service so the people they serve actually get better outcomes. Most of my career has been about sitting down with stakeholders, looking honestly at how the work gets done today, and rebuilding it across people, process, and technology. I am comfortable dissecting a tangled workflow to keep what works and remove what does not, and I am just as comfortable turning a high level directive into a clear technical process flow that frontline staff can actually follow. I speak both operations and technology, I do my best work in the messy middle of a transformation, and I care more about helping a team master a tool than simply roll it out.

AREAS OF EXPERTISE

Workforce and Service Delivery Transformation | Process Redesign and Workflow Analysis | Technology Translation and Platform Configuration | Stakeholder Partnership and Facilitation | Training, Upskilling, and Capacity Building | Change Management and Adoption | Complex Project and Program Management | Data Driven Decision Making | Vendor and Operations Management | Multi Cloud Platforms (AWS, Azure, Pega)

PROFESSIONAL EXPERIENCE

Primerica

Product Operations Manager

Feb 2019 to Present

- Led process redesign and workflow automation that lifted user adoption by 28 percent and cut operational bottlenecks by 46 percent, translating high level directives into streamlined technical process flows that got products to market faster.
- Partnered with stakeholders to diagnose and rebuild support operations, driving 1.8 million dollars in savings across more than 70 contingent workers while cutting response times by 42 percent and holding service availability at 99.8 percent.
- Redesigned onboarding for a 520 thousand dollar year over year efficiency gain, reducing turnover by 35 percent and raising NPS by 22 percent through focused training and capacity building.
- Improved solutions for more than 180,000 users through a strategic redesign of the user experience, retaining 2.3 million dollars in revenue and reducing overall support volume.
- Launched product feedback loops that delivered 1.2 million dollars in return, working closely with QA and development teams to prioritize the right work for major releases.
- Built and managed solutions across multi cloud infrastructure including AWS, Azure, and Pega, reducing critical defects by 40 percent and speeding up deployment.

Product Support Operations Manager

Nov 2009 to Jan 2019

- Generated 3.2 million dollars in annual savings by training more than 60 representatives, reaching 94 percent CSAT and holding a 6 minute mean time to resolution.
- Built leadership capacity through talent programs that lowered turnover by 60 percent, saved 720 thousand dollars, and developed a pipeline of 10 future leaders.
- Drove a 1.5 million dollar revenue increase by cross training more than 300 team members and improving feature adoption through user centered design.
- Managed a 2.8 million dollar expansion and three new initiatives, outpacing targets by 27 percent.

Senior Operations Supervisor

Feb 2002 to Nov 2009

- Oversaw more than 65 support staff and vendors serving over 200,000 users, expanding remote access and strengthening information security.
- Expanded support coverage by 40 percent and captured a 35 percent increase in cost savings through call center metric analysis and training for remote staff.
- Partnered with developers and stakeholders to improve quality metrics and KPIs, driving steady gains in service and documentation.

Kotati and Associates

Owner and Principal Consultant

Jul 2001 to Present

- Advise clients on goal setting and planning, securing more than 2.5 million dollars in retained revenue through tailored solutions and strong relationships.
- Lead and develop a team of 10 independent licensed agents, building skills and accountability across the group.

EDUCATION AND CERTIFICATIONS

Western Governors University, Information Technology (Expected 2026)

Instructional Design Essentials: Models of Instructional Design

FINRA Series 6, Series 26, and Series 63