

Curriculum Vitae

Jay Minnucci

President

Service Agility

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Summary

Jay Minnucci is the President and Founder of Service Agility, a consulting and training company dedicated to improving customer service and call center operations. In this role, he provides strategic and tactical guidance across all industries for enterprises that seek to optimize customer interactions. His client list ranges from small start-up operations to large Fortune 500 corporations. He is well-known throughout the industry as an accomplished consultant, trainer, speaker and author on all subjects relevant to call center best practices.

Experience

April 2008 – Present: Owner of Service Agility, Inc.

March 2000 – April 2008: Vice President of Consulting, International Customer Management Institute (ICMI). Built the consulting division from the ground up, leading a staff of 12. Furthered the ICMI brand through various speaking, training and writing engagements.

October 1983 – March 2000: Various management and executive positions in the call center supporting the AARP Group Health Insurance Program. This operation was run by Prudential Insurance from 1983 to 1996, when The Hartford took over.

Education

BBA from Temple University, May 1984, graduated Magna Cum Laude

Consulting Experience

Jay has led up to 20 consulting/training assignments a year in the United States and abroad, including past projects in China, Australia, England, Canada, The Czech Republic, Portugal, Malaysia, Singapore, The Philippines and Dubai. Some of the clients that Jay has worked with include:

Federal Reserve Bank

Hyatt

BMW

Michigan BCBS

Government of Australia

Vodafone

Gartner Group

Discover Financial

UBS

Extra Space Storage

Allstate

Fed Retirement Thrift Inv Board

Duke Energy

Kaiser Permanente

Canon

American Diabetes Association

Gardener's Supply

United Healthcare

Speaking Engagements

Past speaking engagements include the following:

- Annual Call Center Exhibit (ACCE) 2003 – 2008
- China Call Center Conference 2007
- Middle East Contact Center Forum 2013
- Help Desk Institute 2007, 2009, and 2011
- Contact Center Association Conference 2011 – 2013
- Contact Centre Association of Singapore Symposium – 2013
- J.D. Power Customer Service Conference 2013 and 2015
- NM Credit Union Association 2015, 2018, 2019 and 2022
- AVAIL Customer-Centric Services Summit, 2024

Training

Jay has provided training for more than a thousand call center professionals in both public and private venues on topics that include the following:

- Crafting a Contact Center Strategy
- Call Center Management Principles
- Enhancing Efficiency
- Workforce Management Principles
- Metrics and Objectives
- Managing a Small Contact Center

Writing

Jay is a member of the editorial board for the industry journal Contact Center Pipeline. From 2010 to 2018, he wrote a popular monthly column for the Pipeline. He has been published in many other journals as well, including Call Center Magazine, Customer Management Insight, Foresight, Call Center Management Review, Business Communications Review, and the International Journal of Call Centers. He has written numerous articles for Service Agility's and ICMI's websites, and was a contributor to the latest edition of Call Center Management on Fast Forward, by Brad Cleveland.

Expert Witness

Jay has served as a call center expert witness in eight cases since 2012. He has been deposed five times and has testified in arbitration, in federal court, and before a State Board of Contract Appeals.