

## Contact

[www.linkedin.com/in/hollickm](https://www.linkedin.com/in/hollickm)  
(LinkedIn)

## Top Skills

Management  
Process Improvement  
Leadership

## Certifications

PMP

## Honors-Awards

2016 Stella Service Elite Award for  
Customer Service  
2017 Stella Service Elite Award for  
Customer Service  
2018 Stella Service Elite Award for  
Customer Service

# Mike Hollick

Head of Global Command Center Operations  
United States

## Summary

Award winning, experienced executive with a proven track record in fast paced startup environments as well as in large scale Contact Center Operations. Adept at navigating ambiguity and driving results. Exceptional leadership, organizational and interpersonal skills. Expert at driving efficiencies, cost savings, and risk mitigation as applied to scaling of large Customer Experience operations. Led multiple omnichannel integration efforts, allowing for Brick-and-Mortar launches. Focused on Voice of the Customer and delivering a world-class, branded customer experience. Background in Security, Customer Service, Contact Center operations, IT Service Desk, metrics & reporting, branding, project management, support, training, and development.

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## Experience

### Bond

Head of Global Command Center Operations  
August 2018 - Present (5 years 11 months)  
Florham Park, NJ

Bond is an innovative personal security service for all people and situations. Powered by #24/7 Personal Security Agents and cutting-edge technology — available through an app on your phone — Bond is here to address a range of safety concerns as you and your loved ones move through your day.

Established Bond's Global Command Center Operation from the ground up in a fast-paced startup environment. Collaborate with all levels of the organization on a daily basis to bring new services to market and ensure delivery of personal security services via in-person physical security as well as virtual video, audio, chat and Artificial Intelligence.

### The Vitamin Shoppe

8 years 5 months  
Director of Customer Care

August 2016 - August 2018 (2 years 1 month)  
North Bergen, New Jersey

**Director of Call Center Operations**  
May 2012 - August 2016 (4 years 4 months)  
North Bergen, NJ

**Help Desk Manager**  
April 2010 - May 2012 (2 years 2 months)

**The Great Atlantic & Pacific Tea Co.**  
**Project Manager**  
April 2008 - March 2010 (2 years)

**Medco**  
**Manager - Financial Systems**  
October 2007 - April 2008 (7 months)

**A&P**  
**Help Desk Manager**  
October 2002 - October 2007 (5 years 1 month)

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## Education

**William Paterson University of New Jersey**  
BS, Computer Science · (1997 - 2002)