



## ATTACHMENT D: Vendor Organization and Staffing

### 1. Initial Staffing Plan

Most of our Call Center supervisors and managers know the business well because they were promoted from within. At Intelvox, we hire only agents who are screened through a stringent hiring process as we provide service to highly regulated customers.

We estimate a need of 40 agents, to initiate this project, two team leaders, two dedicated Quality Assurance Specialists and one supervisor. This group will be in a dedicated area, already identified, to protect all compliance requirements.

**Agents:** a group of agents will be transferred from other campaigns, with previous experience in health-related matters. Others will be hired specifically for this project. Agents for this project, as well for other government programs, require a high level of customer service discipline, tolerance, and profound knowledge of the benefits offered.

**Team Leaders:** two knowledgeable agents will be promoted to the Team Leaders position. They have been engaged in different health-related campaigns.

**Quality Assurance Specialists:** at present all Quality Assurance personnel is under HIPAA compliance updated procedures, and such will be appointed to this project while replacements hiring takes place.

***Please see organizational chart attached.***

### 2. Key Staff, Resumes, and References

Key Staff:

Account Manager – Adrienne Roldán

Operations Manager – Jor Marie Rivera

Training Manager – Melanie Delgado

Quality Manager – Dhayra Olivo

Ricardo J Ñeco-Technical Lead

Alfonso Pérez-Information Architect / Privacy Data Protection Officer

### 3.1 Resumes

<u>NAME</u>	<u>PROPOSED ROLE</u>	<u>EXPERIENCE IN PROPOSED ROLE</u>
Jor M Rivera	Operations Mgr	Most promoted employee
Adrienne Roldán	Account Manager	At present same position for number 1 customer
Dhayra Olivo	Quality Manager	Ample experience health- related matters
Melanie Delgado	Training Manager	At present Human Resources department in charge of coordination and execution of all training related matters.
Ricardo J Ñeco	Technical Lead	Up to date knowledge in the field plus, finance academic preparation
Alfonso Pérez-	Information Architect / Privacy Data Protection Officer.	Proven expertise in regulatory and compliance requirements.