

# Renee Canady

ENTERPRISE CX & OPERATIONS LEADER | GLOBAL VENDOR STRATEGY & BPO | FORTUNE 500 & HIGH-GROWTH

Austin, TX · Open to Remote & Hybrid · 512-565-9105 · reneeodunaiya@gmail.com · linkedin.com/in/reneecanady · reneecanady.com

Open to discussing new opportunities that align with my values, expertise, and long-term goals — particularly roles in enterprise CX, vendor strategy, and global operations leadership.

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## PROFESSIONAL SUMMARY

Enterprise operations and customer experience leader with 20+ years of experience building, scaling, and optimizing global support organizations. Having worked on both sides of the contact center table — as a vendor and as a client — I bring a grounded perspective on what makes partnerships, programs, and people perform. I specialize in connecting strategy to execution: designing CX solutions that improve satisfaction, drive efficiency, and deliver measurable business impact.

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## CORE COMPETENCIES

Global Contact Center Operations	BPO / Vendor Strategy & Governance	CX Transformation
Location Strategy & Cost Optimization	KPI Design & Performance Management	Executive Stakeholder Reporting
Distributed Workforce Leadership	Contract Negotiation (SOW / MSA)	Change Management & Talent Development

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## PROFESSIONAL EXPERIENCE

### Meta

#### *Enterprise Operations Leader — Customer Experience & Vendor Strategy*

Oct 2021 – Present · Hybrid · United States

- Lead enterprise-level initiatives optimizing global CX operations through vendor strategy, performance management, and scalable support models
- Drive global BPO/vendor strategy across Accenture, Cognizant, and Teleperformance — influencing cost, quality, and delivery outcomes
- Designed and executed location strategy initiatives delivering up to 30%+ cost savings within the first 6–12 months
- Lead high-visibility programs focused on KPI optimization, operational efficiency, and service delivery performance
- Develop executive-level reporting and strategic insights to inform leadership decision-making

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### ModSquad, Inc.

#### *Director of Client Services*

Apr 2018 – Oct 2021 · 3 yrs 7 mos · Austin, TX

- Led global CX operations across a diverse portfolio of digital and technology clients through a distributed workforce model
- Managed financial performance across multiple accounts, balancing revenue growth, margin targets, and operational efficiency
- Contributed to business development through RFP support, solution design, and client presentations
- Championed tailored CX solutions — delivering flexible, scalable support to clients in creative, non-traditional ways

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### The Boon Group, Inc.

#### *Director of Customer Experience — Benefit & Enrollment Services*

Mar 2016 – Jul 2017 · Austin, TX

- Owned full CX strategy and performance for the company's customer service contact center
- Drove continuous improvement through data-driven insights across people, process, and technology
- Oversaw training, development, and enrichment initiatives; managed recruiting, hiring, and onboarding

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### Trusource Labs (Client: Google Nest)

#### *On-Site General Manager of Customer Support*

Mar 2015 – Mar 2016 · Austin, TX

- Planned and implemented call center strategies and operations for the Google Nest account (300 representatives)
  - Managed all phone, email, sales order management, executive customer relations, and technical support
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## Bigcommerce

### Senior Outsource Manager

Oct 2013 – Mar 2015 · Austin, TX

- Built the BPO framework from the ground up — onboarded BPO partner and established relationship structure for client success
  - Developed and facilitated Statements of Work and Master Service Agreement negotiations
  - Managed all vendor performance against contractual KPIs, including incentives and penalties
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## Electronic Arts

Multiple Roles · Mar 2010 – Oct 2013 · 3 yrs 8 mos · Austin, TX

### Sr. Manager, EA Legends (WFH Program) · May 2013 – Oct 2013

- Project managed and implemented EA's first remote agent (WFH) program — English and German speaking agents

### Sr. Sustaining Vendor Manager · Oct 2011 – May 2013

- Managed global vendor partnerships across voice, chat, and email; oversaw vendor prelaunch planning for popular game titles

### Sr. Manager, Executive / Customer Relations · Mar 2011 – Jan 2012

- Led Executive Customer Relations team delivering escalation resolutions for high-profile clients

### Operations Customer Support Manager · Mar 2010 – Jun 2011

- Managed customer support operations across EA's contact center programs
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## Harte-Hanks

Multiple Roles · Jan 2005 – Feb 2010 · 5 yrs 2 mos

### Operations Manager, Inbound Call Center · Aug 2007 – Feb 2010

- Real-time performance management to meet and exceed client KPIs; drove continuous improvement in quality, AHT, and compliance
- Hiring, development, recognition, and retention of contact center talent; daily WFM collaboration

### Associate Operations Manager · Jul 2006 – Aug 2007

- Supported operations management across inbound call center programs; developed foundational contact center governance expertise

### Call Group Supervisor · Jan 2005 – Jul 2006

- Supervised inbound agent teams; managed staffing, performance, quality, and account compliance
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## WHAT COLLEAGUES SAY

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*"Renee is by far the best leader I've come across in the civilian sector. Her drive, passion and commitment to her Team is nothing less than exceptional."*

— **Giles Danz, Direct Report (ModSquad)**

*"She was a strong driver and force behind the development, long-term strategy and sustainment of the EA global vendor management program."*

— **Christine Stout, Electronic Arts**

*"Renee is your GO TO Operations Manager — transparent communication, strategic approach, and creates an environment of collaboration, discipline, and results."*

— **Colleen Beers, Harte-Hanks**

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## EDUCATION

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### University of Phoenix · Business Administration