

KELLY REYNOLDS

LEADERSHIP PORTFOLIO

Leadership | Ownership | Impact | Growth

TARGET ROLE

I do my best work where people, communication, and execution come together. Whether I'm leading the team doing the day-to-day work or serving as the bridge between clients, teams, and business, I want to be in a role where strong relationships matter. I'm at my best when I can create clarity, solve problems, advocate for people, and make sure both the work and the relationships behind it stay healthy.

I'm especially energized by work that gives me something to dig into. Give me a team that needs support, a customer who needs someone to truly listen, a process that isn't working, a project that needs direction, or a relationship that needs a little extra care. I love learning how things work, asking questions, finding the gaps, and figuring out how to make things better. I don't need every day to look the same, in fact, I'd rather it didn't. I want to be somewhere I can keep learning, take ownership, and leave the people, processes, and business a little better than I found them.



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PEOPLE → RELATIONSHIPS → PROBLEMS → PROGRESS

Making it better.

Leading people | Building relationships | Solving problems | Creating progress

Leadership Snapshot

PROFESSIONAL HEADLINE

People-First Leader | Relationship Builder | Operational Problem Solver

I believe the best results come from taking care of the people doing the work and building relationships rooted in trust, communication, and accountability. I'm someone who naturally looks for gaps whether that's a process that isn't working, a team that needs support, or a customer or client relationship that needs attention, and I want to help fix them. I'm comfortable stepping into the messy middle, asking questions, bringing the right people together, and figuring out a better way forward. At the end of the day, I want the people I work with and the business I work for to be better because I was part of it.

MY LEADERSHIP STORY

Throughout my career, I've naturally become the person people come to when something is complicated, unclear, or simply isn't working the way it should. I'm at my best when I can take a messy problem, understand what's really happening, bring the right people into the conversation, and create a path forward that works in practice.

People rely on me to communicate honestly, stay calm when things get difficult, advocate for what's right, and follow through on what I say I'm going to do. As a leader, I care deeply about creating an environment where people feel supported and trusted, while still knowing exactly what's expected of them and being held accountable to it. I thrive in environments that give me room to ask questions, challenge the way things have always been done, learn something new, and take real ownership of making it better. I don't need to be the person who already knows everything, I want to be the person you can trust to figure it out.

FIVE THINGS I BRING

Ownership | Empathy | Clarity | Curiosity | Follow-Through

I bring a genuine desire to understand people, problems, and the bigger picture before deciding what needs to happen next. I ask questions, communicate clearly, take ownership of what's in front of me, and care about how decisions impact the people involved. Most importantly, I follow through—because trust is built when people know that if I say I'm going to do something, I'll do everything I can to make sure it gets done.

Career Impact — By the Numbers

10+ YEARS <i>Customer Service & People Leadership</i>	25 <i>Team Members Led</i>	5,000 <i>Average Escalated Customer Contacts Resolved Monthly</i>
98% <i>CSAT Achieved</i>	1,000+ <i>Employees Supported Through Engagement Leadership</i>	\$200K <i>New Revenue Generated in 6 Months</i>
7 <i>Client Portfolios Managed Simultaneously</i>	96% <i>Employee Retention Rate</i>	4X <i>Company Awards and Leadership Recognition</i>

CONTEXT / SCOPE

My experience spans both large-scale customer service operations and a fast-moving technology consulting environment, giving me the opportunity to lead at very different levels of scale. My scope has included people leadership, high-volume escalations, employee engagement, client relationship management, project delivery, revenue growth, and cross-functional operational improvement. I've worked across phone, email, chat, social media, and executive escalation channels while partnering with teams across operations, technology, vendor services, and leadership. Whether supporting a team of 25, managing multiple client relationships, or stepping into a problem that crosses departments, my role has consistently been to connect the right people, create clarity, and keep both the work and the relationships moving forward.

How I Lead

LEADERSHIP STATEMENT

I genuinely believe people do their best work when they feel trusted, supported, and clear on what's expected of them. My job as a leader isn't to have all the answers or control how every task gets done, it's to give people the tools, context, coaching, and confidence they need to be successful, and then trust them to do the work. I believe empathy and accountability belong together; caring about someone means celebrating what they do well while also being willing to have honest conversations when something needs to change. Above all, I want the people I lead to know that I will advocate for them, be honest with them, and never ask them to do something I wouldn't be willing to do myself.

PRINCIPLE 1

Assume Positive Intent

Most people aren't coming to work trying to do a bad job. Start with curiosity, understand the why, and coach from there.

PRINCIPLE 2

Clear Is Kind

People deserve to know what is expected of them and where they stand. Avoiding a difficult conversation might feel easier in the moment, but it doesn't help someone grow.

PRINCIPLE 3

Coach the Person, Not Just the Metric

Numbers tell you what is happening; conversations help you understand why. Great coaching requires understanding the human being behind the performance.

PRINCIPLE 4

Give Away the Credit, Take Ownership of the Problems

Celebrate your people loudly. When something goes wrong, don't throw them under the bus, understand what happened, own your responsibility as their leader, and fix it together.

PRINCIPLE 5

Never Be Too Important to Do the Work

Leadership doesn't put you above the day-to-day work. Jump into the queue, take the escalation, answer the question, and understand what you're asking your team to do.

What Success Looks Like

I KNOW I AM LEADING WELL WHEN...

My team knows what success looks like without needing me to constantly direct them. They feel comfortable bringing me problems, confident making decisions, and safe enough to tell me when they disagree. People are growing, customers are being taken care of, the work is getting done, and I'm becoming less necessary to the day-to-day, not more.

WHAT I'M LOOKING FOR

I'm looking for a team and organization where trust goes both ways. I want to lead people who are willing to communicate, take ownership, stay curious, and give genuine effort—not people who are expected to be perfect. In return, I want to work for leaders who give me the autonomy to know my team, advocate for what they need, challenge processes that aren't working, and make decisions with both people and the business in mind. Give me clear goals, honest communication, and room to lead, and I'll give you everything I have to help the people and the business succeed.



What It's Like to Work with Me

LEADERS / MANAGERS

“Kelly is one of those people who makes both the work and the team around her better. She brings an incredible level of ownership to everything she does, and when something needs attention, you never have to wonder whether she will follow through. She will ask the right questions, bring the right people together, and keep working until there is a solution.

What makes Kelly especially valuable, though, is the way she balances high expectations with genuine care for people. She is approachable, honest, and never afraid to have a difficult conversation, but you always know it is coming from a place of wanting the person and the team to succeed. She notices people’s strengths, advocates for them, and makes sure their work is recognized.

Kelly is a natural leader, a dependable partner, and someone you want beside you when the work gets complicated. Any organization would be lucky to have the accountability, energy, and heart she brings to a team.”

Katie Emerick – Chief Operating Officer, QuantumRhino

PEERS

“I worked closely with Kelly both at PS and QR. At Public Storage we both worked to train new hires, she was an exemplary worker and understood exactly what people needed to best learn the functions of their job. She adjusted her teaching style to account for each individual that she would work with. She has always been dependable and approachable (for both upper management and new agents) and which consistently led to a cohesive and happy team. There was not a single task that she wasn't first in line to volunteer to handle - she pioneered many positive changes for the company and was always the go-to whenever anyone needed help or advice.

At Quantum Rhino we worked closely together for the same clients but in different positions. She managed client expectations while also making sure that our dev team was both prepared for and could handle any work coming their way. Once, early into her tenure, a very difficult deadline came up, and she was the first to rally the team and find a solution. Even when we all had to pull long hours to get the project across the finish line, she was there making sure everyone’s needs were met and client expectations were met. Even during what should have been an incredibly ugly situation, both our team and the client ended up highly satisfied by the support Kelly provided. There is no doubt in my mind that every single workplace would be improved by her presence there”

Aydin Balci – Senior Developer, QuantumRhino

CROSS-FUNCTIONAL PARTNERS

“I had the opportunity to work with Kelly at Public Storage, and what stood out most was her ability to bring structure and clarity to complex operational challenges. She is thoughtful, dependable, and highly collaborative, but more importantly, she takes ownership. Kelly doesn’t simply identify problems—she works through them, engages the right people, and helps move the team toward a practical solution.

She was a strong cross-functional partner who communicated well across different levels of the organization and could be trusted to follow through on commitments. Kelly would be an asset to any organization looking for someone who combines strong customer and operational instincts with sound judgment, accountability, and a genuine ability to work well with people.”

Roger Clark - Vice President Continuous Improvement, Public Storage

PEOPLE I'VE LED

“I was under the management of Kelly for almost 4 years. Before she became my manager she immediately recognized my potential and strength from my interactions with my peers. Once being under her leadership I went through the caterpillar phase where she played a huge role in my success today. Kelly is a was the kind of manager that not only called you when you made errors but acknowledged your hard work. Having a manager that doesn’t just see you as an employee makes it easy to confide in without judgement. Even in our uncomfortable conversations I could freely be myself and be transparent. I literally could see how I started in escalations as a newbie to now a pro with how I handle escalated matters, use compassion and wisdom. Kelly definitely is Woman of a great character that wants to see everyone win not just herself. Her capacity to fight for but make sure everything is done in the correct matter is amazing. I am forever grateful for her guidance, friendship, leadership, understanding and grace. I’ve worked a lot of customer service positions and u see a variety manager and to date she’s one of the best managers I have had the privilege to work for and under. She would serve as a not only a great asset but an anchor to lead an amazing group of individuals.”

Kandice Parker- Escalation Agent, Public Storage



Leadership Case Study

SITUATION / CHALLENGE

This agent was a strong employee with excellent performance metrics and clear aspirations to grow into leadership. While her results were never the concern, I noticed that the way she sometimes showed up in group settings could unintentionally affect how others perceived her professionalism and readiness for the next level. The challenge wasn't improving her performance. It was helping a high performer recognize that how you show up can matter just as much as what you produce.

WHAT I DID

I had a direct and vulnerable conversation with the agent about the difference between intention and perception, and how leadership readiness is often evaluated through both results and behavior. When she initially responded defensively, I didn't retreat from the feedback or turn the conversation into a confrontation. I listened, acknowledged her perspective, explained what I was seeing and why I believed it mattered, and connected the feedback directly to the goals she had shared with me. From there, I gave her the space and ownership to decide what she wanted to do with it while continuing to support her development.

OUTCOME

The agent took the feedback seriously and made meaningful changes in how she approached those situations. After I left the company, she reached out specifically to thank me for having that difficult conversation and shared that she was being recognized for leadership opportunities and had received multiple awards. Hearing that meant more to me than any immediate performance metric could have confirmed that a conversation that was uncomfortable in the moment ultimately contributed to her growth long after I was no longer her manager.

WHAT THIS DEMONSTRATES

Courage | Coaching | Empathy | Accountability | Development

I believe one of the greatest responsibilities of leadership is being willing to tell someone what they need to hear, not just what is comfortable to say. Great coaching protects the relationship without avoiding accountability—and sometimes the impact of the conversation isn't visible until much later.



Operational Improvement Case Study

SITUATION / CHALLENGE

QuantumRhino was a small, fast-moving technology consultancy managing multiple clients, projects, and support agreements at the same time. As the business grew, client delivery needed more consistency around how work moved from discovery and scoping through development, testing, launch, and ongoing support. Without a shared operating rhythm, it was harder to maintain visibility into timelines, ownership, budgets, blockers, and client expectations across every engagement.

WHAT I DID

I mapped the client journey from discovery through post-launch support and introduced more consistent workflows, ownership, handoffs, documentation, and communication at each stage. I standardized status reporting and client touchpoints, built clearer practices around requirements and Jira tickets, and worked directly with developers to scope level of effort, determine the right delivery model, and establish realistic timelines and budgets. I tracked project health, hours, scope, dependencies, blockers, resource needs, and client sentiment across concurrent engagements so risks could be surfaced earlier rather than becoming last-minute surprises. The goal was never to add process for the sake of process, it was to give both our team and our clients greater clarity and predictability.

OUTCOME

The resulting delivery model created greater visibility and consistency across client engagements, making it easier to identify risks earlier, coordinate competing priorities, and keep clients informed throughout the lifecycle of their work. It also created a more repeatable foundation for managing multiple projects and support relationships without sacrificing the high-touch client experience that was central to the business. During this same period, my responsibilities expanded beyond project delivery into broader Client Success leadership, and the client portfolio I supported contributed to significant additional revenue and continued business growth.

WHAT THIS DEMONSTRATES

Ownership | Systems Thinking | Communication | Scalability | Execution

I don't believe good operations mean creating more processes, it means creating the right amount of structure to make great work easier to deliver. I naturally look for the gaps between people, processes, and expectations, then build practical systems that create clarity without slowing people down.



Customer / Client Escalation Case Study

SITUATION / CHALLENGE

In a high-volume escalation environment, some of the most difficult situations weren't caused by a single mistake. They were the result of multiple breakdowns in the customer journey. A customer might reach my team after several previous contacts, conflicting information, an unresolved property-level concern, or a decision they strongly disagreed with. By the time the issue reached us, we weren't simply solving the original problem; we were also rebuilding trust with someone who no longer believed the company was listening.

WHAT I DID

I taught my team to treat an escalation as an investigation: listen first, review the history, identify where expectations or communication broke down, and determine what we could do to make the situation right. When an issue crossed departments, I brought the appropriate partners into the conversation, established clear ownership of next steps, and made sure someone remained responsible for communicating with the customer rather than allowing them to get lost between teams. I also empowered employees to resolve what they could within their authority and coached them through situations where the right answer for the customer wasn't the answer the customer wanted.

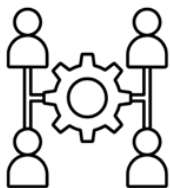
OUTCOME

This approach helped our team manage approximately 5,000 escalated customer contacts each month while achieving 98% customer satisfaction. More importantly, it created a culture where successful escalation handling wasn't measured by simply ending a difficult interaction, it meant taking ownership, providing a clear and honest answer, and making sure the customer understood what would happen next. Patterns identified through escalations also gave us opportunities to surface recurring communication and process gaps before they created additional customer friction.

WHAT THIS DEMONSTRATES

Customer Advocacy | Judgment | De-escalation | Ownership | Cross-Functional Leadership

I don't believe great customer service means saying yes to everything. It means making sure someone feels heard, understanding the real problem, being honest about what is and isn't possible, and taking ownership of getting them to the best resolution available. Even when the answer isn't the one a customer hoped for, the experience of getting there still matters.



Cross-Functional Leadership Case Study

SITUATION / CHALLENGE

When Public Storage introduced changes to the technology used by customer-facing teams, successful implementation required more than making sure the system technically worked. New tools and workflows needed to make sense for the employees who would use them every day, support the needs of the operation, and account for real customer scenarios that weren't always obvious during initial design. That required close partnership between technology, operations, leadership, and frontline users who approached the project from very different perspectives.

WHAT I DID

I tested workflows through the lens of real customer and employee scenarios rather than simply confirming that individual functions worked as designed. When I identified gaps, I documented what was happening, explained the operational impact, and worked with the appropriate partners to determine whether the solution required a system change, process adjustment, training, or clearer communication. I also helped connect decisions being made at the project level back to the day-to-day employee experience, advocating for solutions that worked not only technically, but practically. Throughout the process, my role was often translation—helping different groups understand what the other needed so we could move toward the same outcome.

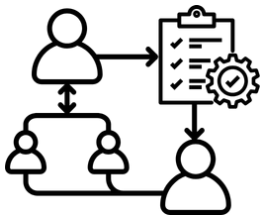
OUTCOME

The testing and feedback process helped surface operational considerations before they became everyday problems for employees and customers. It also gave implementation partners a direct connection to the realities of frontline work while giving operational teams a voice in changes that would affect how they served customers. Most importantly, it reinforced something I believe in strongly: cross-functional work succeeds when someone is willing to understand both sides well enough to help them communicate.

WHAT THIS DEMONSTRATES

Influence | Translation | Collaboration | Advocacy | Systems Thinking

Some of my best work happens in the space between teams. I'm comfortable not being the subject matter expert in every room; my strength is asking the right questions, understanding what each group needs, translating between different perspectives, and keeping everyone focused on the outcome we're trying to achieve together.



Project & Client Delivery Case Study

SITUATION / CHALLENGE

At QuantumRhino, I managed up to seven client portfolios simultaneously, each with different priorities, budgets, timelines, personalities, and definitions of success. The challenge was rarely just delivering the work, it was balancing what clients wanted with what our development team could realistically deliver, identifying opportunities to expand relationships, and making sure scope, expectations, and communication stayed aligned as priorities changed.

WHAT I DID

I established consistent communication with each client, so I understood not only what they were asking us to build, but what business problem they were trying to solve. I worked with developers to translate those needs into requirements, estimates, timelines, and delivery plans, then communicated tradeoffs and constraints back to clients in a way that allowed them to make informed decisions.

I monitored scope, hours, blockers, dependencies, and client sentiment so I could address risks early rather than waiting for them to become escalations. I also looked beyond the immediate project for opportunities where additional services could solve another client's need, approaching growth as an extension of the relationship.

OUTCOME

Within six months, the client relationships and opportunities I managed generated approximately \$200K in additional revenue while I simultaneously supported as many as seven client portfolios. More importantly, that growth came from understanding our clients well enough to identify where QuantumRhino could provide additional value while continuing to manage the work already entrusted to us.

WHAT THIS DEMONSTRATES

Client Ownership | Commercial Awareness | Expectation Management | Delivery | Relationship Growth

I believe strong relationships are built in the space between saying “yes” to everything and simply telling someone what can't be done. My job is to understand what the client is trying to accomplish, help the delivery team determine what's realistic, and create a path forward that protects both the relationship and the business. When clients trust you to be honest, responsive, and invested in their success, growth becomes a natural result of the relationship.

Growth & Expanded Scope

STAGE 1 - Building the Foundation

Customer Service | Public Storage

I started on the frontline, learning the business through direct customer interactions and developing a reputation for strong performance, ownership, and customer advocacy. As my experience grew, I took on responsibilities beyond my core role, including training and supporting new employees and becoming someone teammates regularly turned to for help. Three Customer Service Agent of the Year awards reinforced a pattern that would continue throughout my career: learn the work deeply, become someone others can rely on, and look for ways to contribute beyond what is required.

STAGE 2 - From Doing the Work to Leading It

People Leadership & Customer Operations | Public Storage

My growth into leadership expanded my responsibility from my own customer interactions to the performance, development, and experience of an entire team. I ultimately led 25 employees in a high-volume escalation environment while taking on broader responsibilities in coaching, quality, training, employee engagement, technology testing, and cross-functional initiatives. My influence also extended beyond my immediate team through my role as Engagement Champion for an organization of more than 1,000 employees.

STAGE 3 - Learning a New Business & Expanding Again

Project Management → Client Success Leadership | QuantumRhino

After more than a decade in customer operations, I intentionally stepped into a very different environment: a small technology consultancy where I had to quickly learn new tools, terminology, delivery models, and client needs. I joined in project management, but my scope expanded to include broader ownership of client relationships, delivery health, revenue opportunities, and the connection between our clients and technical teams. I managed as many as seven client portfolios simultaneously and helped generate approximately \$200K in additional revenue within six months, demonstrating that my ability to lead, learn, and build relationships translates well beyond a single industry.

THE THROUGHLINE

The titles and industries have changed, but the pattern hasn't: I learn the work, earn trust, take ownership, and eventually find myself responsible for more than what I was originally brought in to do. I don't measure growth only by promotions or titles; I measure it by how much trust I've earned, how many problems I'm trusted to solve, and how much impact I'm able to have on the people and business around me. Put me somewhere I can learn, contribute, and take ownership, and I will find ways to make myself valuable.

My First 90 Days

FIRST 30 DAYS LISTEN & LEARN

People
Customers
Data
Workflows
Culture

DAYS 31–60 ALIGN & PRIORITIZE

Quick wins
Expectations
Coaching rhythm
Operational gaps
Stakeholder alignment

DAYS 61–90 BUILD & SCALE

Performance systems
Process improvements
Team development
Measurement
Longer-term roadmap

FROM *Listening* TO *Leading* ♥

UNDERSTAND • EARN TRUST • IMPROVE TOGETHER

01



UNDERSTAND

LISTEN • LEARN • ASK

02



EARN TRUST

CONNECT • ALIGN
FOLLOW THROUGH

03



IMPROVE TOGETHER

BUILD • MEASURE • ADJUST

“ THE GOAL OF MY FIRST 90 DAYS **ISN'T TO PROVE** HOW MUCH I KNOW.
IT'S TO LEARN ENOUGH ABOUT THE PEOPLE, CUSTOMERS, AND BUSINESS
TO KNOW WHERE I CAN MAKE THE BIGGEST DIFFERENCE. ”



Capabilities & Tools

PEOPLE LEADERSHIP

Coaching & Development | Performance Management | Employee Engagement | Hiring & Onboarding | Training | Quality Assurance | Difficult Conversations | Recognition | Change Leadership | Team Retention

CUSTOMER OPERATIONS

Escalation Management | Omnichannel Support | CSAT | Service Levels & SLAs | Queue Management | Quality Monitoring | Customer Advocacy | De-escalation | Executive Escalations | Root-Cause Identification

PROJECT & CLIENT DELIVERY

Client Relationship Management | Stakeholder Communication | Agile Delivery | Requirements Gathering | Scope & LOE | Budget Management | Expectation Management | Risk & Dependency Management | Client Health | Revenue Growth

PROCESS & OPERATIONS

Workflow Design | Process Improvement | Cross-Functional Leadership | Change Management | UAT | Documentation | Reporting & Analysis | Resource Coordination | Operational Planning | Continuous Improvement

PLATFORMS & SYSTEMS

Salesforce | NICE CXone | ININ | Jira | Slack | Microsoft Teams | Microsoft Office | Outlook | Zoom | Tableau | Harvest | Nintex DocGen | Conga

Give Me the Problem

THE PROBLEMS I LIKE SOLVING

A team that needs direction | A customer who feels unheard | A client relationship that needs attention | A process that no longer works | A project that's losing direction | Teams that aren't communicating | A performance problem without an obvious cause | A problem nobody quite owns

HOW I APPROACH THEM

LISTEN — Start with the people closest to the problem.

UNDERSTAND — Ask questions until I understand what's actually happening, not just the symptom everyone can see.

CONNECT — Bring together the right people, information, and perspectives to find the best path forward.

ACT — Make a decision, establish ownership, and move the work forward.

FOLLOW THROUGH — Stay with it, communicate along the way, and make sure the solution actually worked.

CLOSING STATEMENT

I won't walk into every role already knowing every system, industry, or problem I'll encounter—and I don't think great leaders need to. What I bring is the ability to learn quickly, ask the right questions, earn trust, connect the right people, and take ownership of finding a way forward. Give me the problem, give me the context, and give me room to work—I'll figure out what I need to learn and do everything I can to leave it better than I found it.

Let's Work Together

BEST-FIT ROLES

People Leadership | Customer Support & Service | Customer Success | Client Experience | Service Delivery | Operations | Project Delivery | Business Relationship Management

FINAL NOTE

The title matters less to me than the work. I'm looking for opportunities where I can lead people, strengthen relationships, solve meaningful problems, improve how work gets done, or serve as the bridge between the people who need something and the people who can make it happen.

CONTACT



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Florence, AZ, USA (Remote Desired)

Let's build
something *better together.*

LEAD PEOPLE | BUILD RELATIONSHIPS | SOLVE PROBLEMS | CREATE PROGRESS