

Jim Morack

President at The Morack Group

Dallas/Fort Worth Area, TX, US

Speaker, Author, Coach, and Call Center Management Professional

Biography

I have over 25 years of business experience in customer service, call center, and consultative sales management. My passion is speaking to and inspiring people and organizations about personal growth and development, goals, and creating new beginnings - personally and professionally. I work with people and organizations that want to energize their goals, so that they can go from hoping for a better future to creating a better future. Whether it is goals for your business or your personal life, decide to arrive as you strive. Celebrate the goal-getting process. Warmly embrace each step of the way. Learn to fully appreciate the entire experience as well as crossing the finish line. My focus is showing others how to make significant advances in their lives by understanding the power behind making better decisions. Businesses and individuals alike can create their desired destiny, once they realize the power to change for the better is just one good decision away. ? Directed implementation of call center operations with budget and P&L responsibilities ? Managed 7 managers with combined direct reports of 150 people ? Developed, coached, and motivated staff to encourage company, team, and personal excellence ? Executed sales and marketing strategies, including incentive planning programs ? Developed and implemented effective training seminars ? Consulted with customers on developing business and promotional strategies

Availability

Keynote, Panelist, Workshop, Host/MC, Author Appearance, Corporate Training

Industry Expertise

Professional Training and Coaching, Floriculture and Horticulture, Business Services

Areas of Expertise

Goal Getting, Learning From Life

Affiliations

National Speakers Association (NSA) International Speakers Network (ISN), NSA of North Texas

Education

Eastern University
BA management

Eastern University
MBA Business

Harrisburg Area Community College
A.S. Business Administration

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