

Eric Franchois

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Employee engagement, events and corporate citizenship professional who provides leaders with innovative and individualized solutions to drive experience and performance through recognition, appreciation and community mindedness. Offering the following unique qualifications:

- 10+ years of varied experience in employee engagement, customer service and operations management
- Drive, resourcefulness and ability to thrive in challenging environments
- Analytical and strategic approach to solving operational problems
- Strong communication skills and ability to establish rapport with a diverse range of clients and colleagues

**EMPLOYEE ENGAGEMENT ■ INTERNAL COMMUNICATIONS ■ EVENT MANAGEMENT ■ VOLUNTEERISM ■ NON-PROFIT PARTNERSHIP
REWARDS AND RECOGNITION ■ LEADERSHIP ■ EMPLOYEE COACHING AND DEVELOPMENT ■ PERFORMANCE MANAGEMENT
INCENTIVE MANAGEMENT ■ PROGRAM DEVELOPMENT AND ADMINISTRATION ■ ONBOARDING ■ TRAINING ■ ANALYTICAL THINKING**

SELECTED PROJECTS AND ACHIEVEMENTS

- Management of a \$215K annual budget for employee recognition, events and non-profit sponsorships
- Lead employee and company giving efforts that resulted in \$90K being given to the Huntsville community since 2014
- Planned, supported and executed over 70 employee focused events in 2015 with up to 1,500 attendees
- Coordinated and supported 40 local volunteer service projects in 2015 with 10 to 50 volunteers, increasing overall volunteer hours by 140% year over year and number of volunteers 166% year over year
- Supported the company's largest annual service project multiple years with up to 1,250 volunteers by leading the registration process or acting as team captain
- Developed and executed six month long performance incentive, and the grand prize trip for six employees and guests to New York City
- Facilitated the training of over 200 leaders on the 5 Languages of Appreciation in the Workplace program since 2014
- Onboarded 225 new hire employees in 2015 on company culture of recognition and community mindedness
- Received Certified Recognition Professional (CRP) certification from Recognition Professionals International in 2014
- Became a certified Appreciation at Work trainer in 2014

CAREER PATH

AT&T (ACQUIRED DIRECTV IN JUNE 2015) - HUNTSVILLE, AL

EMPLOYEE RECOGNITION, EVENTS & CORPORATE CITIZENSHIP SPECIALIST June 2014 – July 2016

Major Functions: Leader of recognition, events and corporate citizenship for the Huntsville Customer Care site and Southeast/Midwest Home Services region. Act as a liaison between the business and the community to drive our employer brand and maintain our reputation as a good corporate citizen. Procurement of tangible and monetary rewards varying from low to high cost for multiple business units to drive performance behaviors. Plan and execute small and large-scale events to support business initiatives. Coordinate volunteer opportunities to support STEM and community improvement.

EMPLOYEE RECOGNITION, EVENTS & CORPORATE CITIZENSHIP ASSOCIATE October 2009 - June 2014

Major Functions: Responsible for developing and implementing programs to increase overall employee engagement.

TEAM LEADER

March 2007 - October 2009

Major Functions: Coached and developed multiple metrics and behaviors of up to 30 direct reports. Maintained and exceeded monthly objectives and performance metrics. Kept highly organized files for each individual.

CSR/EMPLOYEE DEVELOPMENT COACH

February 2005 - March 2007

Major Functions: Ensured highest level of customer satisfaction through technical and billing assistance. Coached and developed new hire employees through on the job training.

EDUCATION

BACHELOR OF SCIENCE (B.S.) – BIOLOGICAL SCIENCES, MAGNA CUM LAUDE
University of Alabama in Huntsville

PROFESSIONAL DEVELOPMENT

Recognition Professionals International Annual Conference and Membership Committee Member
Boston College Center for Corporate Citizenship Coursework
Teach for America – Alabama – Advisory Committee Member

EXCEPTIONAL REFERENCES AVAILABLE UPON REQUEST