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## BAC-7092

### Contact Information

Contact Name	[REDACTED]	Home Address	[REDACTED]
Preferred Phone	[REDACTED]	Home City	[REDACTED]
Preferred Email	[REDACTED]	Home State	CO
Other Phone		Home Zip	[REDACTED]
Other Email		County	Denver
DOB	[REDACTED]	Hispanic or Latino origin or Descent?	No
Gender	Female	Race/Ethnicity	African American
Other Gender		Other Ethnicity	
Title		Salutation	Mrs.
		Pronouns	

### Application

### Board Information

### Work Information

### Additional Information

Are you a registered voter?	Yes	Objection to appointment?	No
If so, what county?	Denver	Special Information	
Denver City Council District No	Unknown	Registered Lobbyist	
Conflict of Interest Explanation		Conflict of Interest	

### Education and General Qualifications

Name of High School	Gateway High School	Name of Graduate School	
Location of High School	Aurora, CO	Location of Graduate School	
# of Years Attended High school	2	# of Years Attended Graduate School	
Did you Graduate High School	Yes	Did you Graduate Graduate Major	
Name of College	Arizona State University		
Location of College	AZ		

# of Years Attended College 2  
Did you Graduate College No  
Undergrad Major Criminal Justice - 6 classes from graduation, current student

### Reference Details

[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
Agree to a background check	<input checked="" type="checkbox"/>	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

### Board Members

**Fatima Thibou**

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Board Name **Denver African American Commission (DAAC)**  
Email [REDACTED]  
Status **Active**  
Term 1 End Date **9/26/2024**  
Term 1 Start Date

### Notes & Attachments

**Congrats Letter - a071Y00001TxxNT.docx**

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Type **Attachment**  
Last Modified **Romaine Pacheco**  
Description  
[View file](#)

**Fatima Thibou Resume VS.docx**

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Type **Attachment**  
Last Modified **Denver Integration**  
Description  
[View file](#)

# FATIMA A. THIBOU

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## SENIOR-LEVEL MANAGEMENT

### PROFESSIONAL PROFILE

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- Proven success in achieving revenue, cost, productivity and employee development goals; energized growth by leading cross-functional teams to bring in record high revenue by ensuring teams embrace a client-centric mentality and developing a culture of excellence.
- Superior operations and management executive with established expertise in creating and optimizing processes, evaluation and assessment systems, leadership development and infrastructure to maximize results in fast growing environments across multiple industries.
- Adept strategist who materializes organizational objectives into concrete solutions and measures performance against key operational goals; demonstrated ability to enhance the customer experience.

### AREAS OF IMPACT

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- Operational Infrastructure
- Customer Experience Management
- Strategic Planning and Process Improvement
- High Performance Team and Leadership Development
- Revenue Goal Attainment and Growth
- Call / Contact Center Operations
- Cross Functional Training
- P&L Management and Financial Analysis

### LEADERSHIP PROFILE

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**Director, Contact Center Operations & Client Service, Bachus & Schanker, LLC, Denver, CO** June 2017-Present  
*Rejoined law firm to focus on new business growth and improve client service operations.*

- **New Business Growth:** Achieved new case acquisition growth by 12.8% year (2018) over year (2017), resulting in \$1.25M in unrealized additional revenue for the law firm; reduced intake salary and operational expenses by 17% in the same timeframe.
- **Process Enhancement:** Developed and implemented electronic sign-up process, transitioning from paper process and resulting in improved client experience and improved efficiencies in the intake process; decreasing average intake time by 33% allowing for an average of two additional intakes per day.
- **Client Service:** Introduced new client service processes including monthly reporting on client service opportunities and resolutions, facilitating a monthly client service committee to discuss proactive initiatives and addressing areas of improvement, partnering with attorneys and support staff; decreased client service opportunities by 39%.

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**Intake and Client Service Manager, Levenbaum Trachtenberg, PLC, Phoenix, AZ** July 2016-May 2017  
*Hired to assess, rehabilitate and augment the new client intake process as well as develop current client service initiatives for four markets including Arizona, California, Utah and New Mexico.*

- **Operational Efficiency:** Implemented new process to increase case evaluation efficiency and deliver a higher quality potential client experience resulting in reduction in evaluation time from 48+ hours to same day; Spearheaded transition from auto-attendant to live person resulting in 30% increase in potential new case volume.
- **New Business:** Eliminated year to date deficit and decline in growth trend by exceeding quarterly goals by 13% in the first five months of employment; Exceeded annual goal by 3% resulting in potential revenue increase of \$290k, eliminating potential \$400k revenue loss based on current trend forecast.
- **Performance Improvement:** Designed and created daily, weekly, monthly and quarterly reports providing definitive actionable data regarding volume patterns, conversion rates, and intake performance- including marketing reports,

SEO performance, and case acquisition costs resulting in improved performance, service and conversion rates in all markets.

- **Client Service:** Implemented potential client service programs to assess and improve the potential client experience including the establishment of a commitment to service brand promise as well as weekly feedback programs.

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**Director of Operations, Bachus & Schanker, LLC, Denver, CO**

April 2012-June 2016

*Attained fast-track promotion in reputable Personal Injury Law Firm to manage Contact Center, Pre-Litigation and Front of House Operations; oversee 35-65 employees and \$7.7 million budget driving improved production capacity through efficient resources allocation and scalability throughout the organization, as well as improving operating performance through organized case management, performance accountability, client service focus initiatives and financial analysis.*

- Promoted from Litigation Paralegal within 6 months of employment.
- Earned recognition from Law Week Magazine as one of Colorado's Outstanding Legal Professionals in 2015 within 3 years of entering the legal industry.
- **New Business Growth:** Introduced Enterprise Contact Center software and implemented process changes resulting in improved efficiencies, lower operating costs and increasing new business acquisition achieving annual 10.6% increase in new cases over previous historical growth average.
- **Process Enhancement:** Spearheaded reorganization of pre-litigation department resulting in 25% decrease in salary and operating costs; strengthened client service experience by developing on-going client service feedback programs resulting in decrease in client complaints and improved ratings; partnered with litigation department to achieve firm goals by proactively assessing pre-litigation cases for lawsuit viability.
- **Revenue Growth:** Improved profitability achieving 35% increase in revenue year over year through benchmarking efforts in key performance areas, department restructuring, leadership development, and resolving operational challenges and limitations to ensure performance optimization; partnered with CFO and Finance department to introduce processes decreasing turn around time for receipt of settlement funds and stabilizing revenue.
- **Performance Improvement:** Developed high performing teams to attain organizational objectives through employee empowerment, professional development opportunities, self directed teams, cross training certification and client service initiatives. Results include:
  - 35% increase in revenue year over year
  - 22% increase in new case acquisition
  - 127% increase in average calls handled
  - 42% increase in cases resolved
  - Successfully promoted 19% of staff
  - Reduced average wait time to 15 seconds

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**Guest Services Manager, Ultimate Electronics, Thornton, CO**

November 2008-March 2011

*Managed operations for Guest Services department which included third party service and repair, internal inventory repair, facilities, level one IT and Call Center operations. Corporate contact for 46 retail store locations across 15 states.*

- Developed and executed company's first customer experience measurement program driving a 76% increase in customer compliments and a 31% decrease in customer complaints YTD; Improved BBB rating from F to A.
- Managed 30 direct reports focusing on the customer experience and employee development. Successfully promoted 20% of staff through fair, consistent and productive coaching.
- Launched internal knowledgebase for Guest Services team as well as retail locations, elevating first call resolution to 64%; decreased cost per call from \$1.82 to \$.99.
- Developed and implemented departmental SOPs for level one call center IT support and damages claims adjudication for retail stores; resulting in streamlined processes, increase in IT efficiency and store support resolution.

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## EDUCATION

**Arizona State University**

100 Credits completed

GPA: 3.9

Estimated graduation: 2020