

# DAVE O'CONNELL

## Senior Account Executive



Dave O'Connell began his career in workforce solutions in 1994 as a regional manager with the Gibbens Company. While managing client services personnel on the east coast, Dave was able to develop a team that excelled at providing customized solutions to client service issues. By constantly working on improving the skills and knowledge of every individual on his team, client retention and acquisition was a natural result.

Dave continued in this position, even as the Gibbens Company was acquired by the Gates McDonald Company (GMD) in 1999. GMD utilized Dave's client focused, team strategy to provide service and results unparalleled by another competitor. Dave's team was able to achieve 100% client retention rate prior to the acquisition of GMD by the TALX Corporation (subsequently Equifax) in 2003.

Noting Dave's ability to create effective and knowledgeable teams, TALX promoted Dave to Director of Client Services for the West Region. Dave's assignment on the West Coast was a key factor in the blending of two former competitors (GMD and the Frick Company). In this role Dave managed the client service relationships, handled by 10 Account Managers based in locations from Seattle, WA to Las Vegas, NV. Dave distributed clients to the appropriate team manager, ensuring through coaching, education and training, a successful delivery of the new products and services, while promoting quality and consistency in service delivery.

CCC is fortunate to add Dave to our Client Services Team as a Senior Account Executive. With a "customer-first" attitude, Dave's extensive knowledge benefit not only CCC clients, but the other Account Executives as well. Being a "big picture" thinker, Dave intricately understands how all the working parts of unemployment come down to the main figure: cost. His ultimate goal is to provide highly rated customer service while also lowering Administrative and Tax costs.

Dave says it best himself, "**I will improve the client experience by educating them not only on the administrative cost reduction associated with our services, but on the financial benefits as well. 'Liability Reduction', associated with favorably-resolved cases, directly corresponds to a subsequent reduction in the client's SUTA tax costs. When clients understand the real 'cost of one lost claim', they will strive to increase their protest and win ratios.**"

The O'Connell clan is a basketball clan. Dave played for Duke University and has passed the love of the game onto his three sons, who are all involved in the basketball programs at their respective schools.

CCC is a national workforce solution provider with offices throughout the United States. CCC works with organizations in all industries both large and small. Contact CCC for additional information.

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