

About Kristin Robertson

President, KR Consulting, Inc.

Kristin Robertson, President of KR Consulting, is passionate about the importance of outstanding customer support, both as a manager and a consultant. She understands that world-class processes can enable excellent service, but that the people delivering the service make the difference.

Kristin has been working in the technical services industry for over twenty-four years. She has spent the last nine years as a consultant and trainer, assisting technical services groups in companies such as Hewlett Packard, Medtronic, 7-Eleven, Southwest Airlines, CompUSA, SBC Internet Services, Brinker International and Check Point Software Technologies improve their processes and train their people. Kristin puts the “help” back into the help desk!

As a member of the Help Desk Institute (HDI) training faculty, she facilitates HDI soft skills certification classes for both frontline representatives and managers. Kristin teaches a course on Knowledge Centered Support, an approach to knowledge management that has proven to be successful in the support center environment.

She has developed the course materials for several training seminars, including ones called “Using Best Practices to Design World-Class Workflows” and “Connecting with Customers: Serving with Emotional Intelligence”. A gifted trainer, Kristin makes seminars fun and interactive. She is a frequent speaker at support industry conferences and events.

As a consultant, she works as an auditor for Service Strategies’ prestigious Support Center Practices site certification program and visits over a dozen support centers annually to assess their compliance with rigorous standards. She also conducts many assessments, health checks and other consulting engagements for various support centers.

For more information on the SCP program and what it can do for your support center, visit www.servicestrategies.com

Kristin writes for an e-newsletter called “Service Insights”. Her articles are carried by other online publications, including those from HDI, Service Strategies and others. Visit her collection of informative customer service and support center related articles by going to www.krconsulting.com/articles.

Before founding KR Consulting, Kristin served as an executive for Fidelity Investments and Advent Software. She started her career in the 1980’s as a programmer but quickly advanced her career in the newly emerging area of technical services. Kristin currently serves as Vice President, Finance for the Dallas/Fort Worth HDI/Association for Support Professionals chapter. She is an Authorized Training Partner for the HDI and provides HDI certification training for the Texas/Oklahoma/New Mexico (USA) territory. Kristin is one of the highest rated speakers at the HDI Conference, where she has presented for

the past five years, and has been a member of Toastmasters International for eight years. KR Consulting, Inc. is certified as a Women's Business Enterprise through the Women's Business Enterprise National Council.