



## **Patty Shrum Joins Taos as Director of Service Desk Operations Taos' Latest Addition Looking to Uphold Long-Standing Customer-Centric Tradition**

*By Erin Boyd, Staff Writer*

Taos has spent years honing its customer-focused reputation and providing its clients with amazing talent. With Taos' newest talent addition, Patty Shrum, Director of Service Desk Operations, customers will soon learn that her genuine passion for excellence will be a driving force behind delivering high quality service desk solutions at the new Boise, ID center.

Shrum brings over 15 years of experience in IT help desk and customer service solutions. Shrum began her IT career at Albertson's as a Help Desk Specialist. She quickly worked her way through the management ranks and eventually became the Director of a 7x24x365 IT Service Desk center, which responded to over 18,000 calls weekly for 220,000 employees across the country. Over the course of her 22-year Albertson tenure, she also inherited a challenged Customer Service Desk, which serviced the company's online shoppers. Within a year, Shrum turned the center around to a world-class service organization that tied for second place with Amazon for online shopping customer service. Shrum also received the CTO Award for Excellence in Execution.

Most recently, Shrum worked as Building Materials Holding Corporation's (BMHC) Manager of IT Client Services and Operations Level 2, servicing 126 remote locations and over 20,000 employees. She transformed the existing Help Desk from a corporate PC support desk, fielding less than 1,000 tickets per month, to a single point of contact Help Desk accountable for supporting 4,000+ PC's, 300 Windows servers, Active Directory Security, and various retail and corporate applications.

We talked with Shrum to discuss her vision for Taos' latest service offering, the Boise, ID service desk.

### *[Why did you decide to join the Taos team?](#)*

"I've always thrived on taking something and making it bigger and better. After reviewing the overall concept and conceptualizing with the Taos team where we could take this service center, I knew I wanted this challenge, and I wanted to help make it great. I really like the idea of working for someone who has this level of commitment and is willing to take a risk; a company that says 'this is the right thing to do and we're going to make the investment to do it and do it well.' The model makes so much sense, especially in this current environment where more and more pressure is being exerted for cost savings."

### *[How does your experience tie in to Taos' "high touch" customer approach?](#)*

"I am truly passionate about customer service. So, after meeting with the Taos team, I quickly realized they think a lot like I do when it comes to customer service. It's all about quality which, unfortunately, gets lost in many organizations. I saw that Taos is very focused on the customer, and they share my passion for always exceeding a customer's expectations."

### *[What are some of the proactive things you're hoping to implement to ensure the Service Desk's success?](#)*

"First, I'm truly committed to excellence and expect the same attitude from my team. One thing we're going to do is random customer satisfaction surveys that are generated by our software, not by an agent, so the results are more objective in nature and allow us to focus on continuous process improvement. We're also going to really focus on relationship-building with our customers. I've always been in a position where flexibility is a key factor to success, and I want to make sure our customers know we're going to listen to them and address their needs."

*The Service Desk is located in Boise, ID. Why Boise?*

“The cost of doing business in Boise is a tremendous advantage, especially when compared to, for example, a California location. The talent pool is also excellent. We have some very large technical type call centers here, in addition to Boise State University, a great community college and even an IT technical school, all of which generate some great talent. So, there’s never a lack of bodies which was evident when I worked at Albertson’s and had to ramp up to over 100 agents in just 90 days due to several help desks being consolidated into my organization.

And although we’re obviously a domestically located center, with the low cost of living here, we’re still cost-effective. When I had to sit down and make similar outsourcing decisions in the past, I would have loved to have had this type of option where it wasn’t an off-shore model, but was still cost-effective and was serviced by people who are as passionate about service levels as I am. So, I know that’s what we can offer our customers and I’m excited about that.”

*If you are interested in learning more about this service offering please contact your Account Executive or send an email to [Contactus@taos.com](mailto:Contactus@taos.com).*