

# ResortCom International's President Alex Marxer Featured Key Note Speaker at Call Center Week

*Alex Marxer provided his unique insights at the 15th Annual Call Center Week.*

LAS VEGAS, NEVADA, USA, June 16, 2014

/EINPresswire.com/ -- [Alex Marxer](#), President of [ResortCom International](#), the pioneer in providing servicing solutions for the Timeshare Industry imparted his unique insights at the 15th Annual Call Center Week at Mandalay Bay in Las Vegas. His topic "The Quest for the Modern Contact Center" was based on the cultural transformation [ResortCom](#) made in the past year.

According to Alex Marxer, president of the award-winning company "Zappos inspired us to undergo a cultural transformation which became the center piece of our call center success. We make fantastic customer service a profit center. Our philosophy combines the spirit of innovation and partnership. We keep our clients' portfolios healthy and cash flow strong while ensuring a positive experience for owners and members through online self-service and a customer service staff with a concierge-like attitude."

With high level technology and a unique culture combining professionalism and fun, ResortCom is widely praised for its ability to continue to listen and be flexible. With 50 agents and a total of 125 employees in its Las Vegas call center, the call center combines the operations of four company departments: Maintenance Fee/Loans, Welcome Calls, Loan Servicing and Reservations. The center handles both inbound and outbound calls. A basic measurement of the contact center's success is that it increased the revenue production across the entire call center--all the while decreasing call volume.

Call Center Week is the largest gathering for buyers and sellers in the contact center industry. This year's event, themed "Competing on Service: Seize the Opportunity," immersed the 1500 attendees in several skill-based workshops, multi-speaker master classes, unique networking opportunities and call center site tours.

ResortCom was a top finalist in the Call Center Division in the American Resort Development Association (ARDA) Awards Program. Acknowledged as having the most consistent top results in the timeshare industry with the healthiest portfolios, lowest delinquencies, and lowest accounts lost in back end as well as lowest foreclosures, ResortCom's averages are measurably stronger than their competitors. It was also recently named the Best Financial Services Company at the Perspective



Alex Marxer

Magazine Awards at GNEX 2014.

Although ResortCom boasts HOA and property management expertise along with sales and marketing services it is the Financial Services division which it is best known for at this time. Services provided include • Loan Collections & Portfolio Management • Welcome Calls/Member Services • Statement Management/Fulfillment • Maintenance Fee Billing and Collections • Tax Withholding Trusts, Custodial Services and Lender Support • International Banking Solutions and Multi-Currency Credit Card Payment Solutions.

For more information about ResortCom International, visit [www.resortcom.com](http://www.resortcom.com) or call John Small at 619-683-2470, ext. 1004.

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