



BUSINESS PARTNER PROFILE

Organization	CMD Outsourcing Solutions, Inc.
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SERVICES

Services you provide	<ul style="list-style-type: none"> • Call Center Support • Customer Service Platforms • Student Engagement Services
Organization Description	<p>CMD Outsourcing Solutions, Inc. (CMD) provides innovative outsourcing solutions for higher education institutions. Founded in 1999, our corporate office and 9,000 square foot 120 seat call center are in Hunt Valley, Maryland – an attractive location for recruiting qualified staff. We also have sales offices in Chicago, IL; Charleston, SC; Houston, TX; and Syracuse, NY.</p> <p>CMD and its management team are highly experienced in implementing and managing large-scale call center programs. For the past two decades, CMD has built a highly regarded track record working with the higher education sector. This includes virtually all aspects of call center operation, from initial program setup through long-term operation and oversight of the call center.</p> <p>Our knowledge and support ranges from prospective students who have yet to enroll, to registration issues, to students seeking to understand their financial aid awards and tuition bills. This diverse experience has allowed CMD to document best practices and benchmarks across multiple administrative offices and share them with new clients.</p> <p>CMD serves as an extension of your institution's administrative offices. CMD has been providing outsourced inbound support for higher education since 2001. Within the past decade we have added to our inbound support options to include our custom inbound support services give you the following capabilities:</p> <ul style="list-style-type: none"> • Calls – 93+% first-contact resolution (Tier 3 Service) means less than 7% of calls create a referral • Live Chat – Be there when they want you online • E-mails – Respond to e-mails under the school's brand • Ai Chatbot – School-branded 24x7 access for students • Auto Attendant Messaging – Voice automation customized to your messaging
Links to Specific Product/Service	www.cmdosi.com

CONTACT INFORMATION

Primary Contact	David Cooper
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Contact Brief Bio	<p>David joined CMD in November of 2005. Prior to CMD, he spent 15 years with Sallie Mae®, the nation's largest provider of financial services to the higher education community. His last assignment with Sallie Mae was managing director of both E-commerce and Sallie Mae's higher education outsourcing group, Campus Solutions. David received a BS degree, with a concentration in finance, from the University of Kentucky and an Information Technology Certificate from the University of Virginia. David is a member of the National Association of College and University Business Officers (NACUBO), the National Association of Student Financial Aid Administrators (NASFAA), the Southern Association of Student Financial Aid Administrators (SASFAA), the Eastern Association of Collegiate and University Business Officers (EACUBO), the Southern Association of Collegiate Registrars and Admissions Officers (SACRAO) as well as a sponsor of the Counsel of Student Business Affairs of Florida. David also serves on the Advisory Council for National Council of Student Development (NCSD). David is also an involved in volunteer work for the Medical University of South Carolina Children's Hospital.</p>