



AVA DAVIS

Assistant Call Center Manager

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PROFESSIONAL SUMMARY

Dynamic Assistant Call Center Manager with 10 years of experience in optimizing operations, enhancing customer satisfaction, and leading high-performing teams to achieve business goals.

WORK EXPERIENCE

Lead Assistant Call Center Manager 📅 Dec / 2017-Ongoing
Maple Leaf Consulting 📍 Toronto, ON

- 1. Maintained operational effectiveness by implementing best practices and process improvements.
- 2. Coached front-line staff to consistently meet and exceed performance metrics.
- 3. Developed team members to achieve optimal results in a fast-paced environment.
- 4. Ensured customer satisfaction levels were continuously met through effective leadership.
- 5. Reinforced operational standards, policies, and procedures to enhance service delivery.
- 6. Identified operational gaps and recommended effective solutions for cost-efficiency.
- 7. Collaborated with management to execute business strategies effectively.

Assistant Call Center Manager 📅 Dec / 2014-Dec / 2017
Cactus Creek Solutions 📍 Phoenix, AZ

- 1. Managed day-to-day operations of the call center, ensuring efficiency and quality.
- 2. Led a team of 20 supervisors and over 250 call center representatives.
- 3. Oversaw site operations to deliver superior client service and operational efficiency.
- 4. Directed training and development initiatives for supervisors and staff.
- 5. Managed payroll, staffing, and recruitment processes for all positions.

EDUCATION

Bachelor of Business Administration 📅 Dec / 2011-Dec / 2014
University of Phoenix 📍 Phoenix, AZ

Focused on management principles and customer service strategies.

SKILLS



INTERESTS

- 🎮 Gaming
- 👗 Fashion
- 🎬 Film
- 💻 Technology

STRENGTHS

- 🌟 Enthusiasm
- 🌟 Fairness
- 🌟 Flexibility
- 🌟 Forward-thinking

LANGUAGES



ACHIEVEMENTS

- 🌟 Increased customer satisfaction scores by 25% through targeted training programs.
- 🌟 Reduced average call handling time by 15% while maintaining service quality.