

AVA DAVIS

Assistant Call Center Manager

Los Angeles 😯 www.qwikresume.com

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

math 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 fastpaced environment.
- 4. Ensured customer satisfaction levels were continuously met through effective leadership.
- 5. Reinforced operational standards, policies, and procedures to enhance service delivery.
- Identified operational gaps and recommended effective solutions for cost-efficiency.
- 7. Collaborated with management to execute business strategies effectively.

Assistant Call Center Manager

Cactus Creek Solutions

耳 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
- 5. Managed payroll, staffing, and recruitment processes for all positions.

EDUCATION

Bachelor of Business Administration

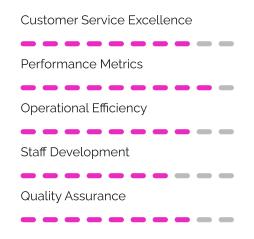
m Dec / 2011-Dec / 2014

University of Phoenix

♣ Phoenix, AZ

Focused on management principles and customer service strategies.

SKILLS



INTERESTS

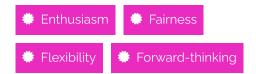








STRENGTHS



LANGUAGES



80%



80%



80%

ACHIEVEMENTS

Increased customer satisfaction scores by 25% through targeted training programs.

Reduced average call handling time by 15% while maintaining service quality.