



SOPHIA BROWN

Senior Call Center Coordinator

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PROFESSIONAL SUMMARY

Accomplished Senior Call Center Coordinator with over 7 years of expertise in optimizing call center operations and enhancing customer experiences. Skilled in team leadership, data analysis, and process improvement, I have successfully driven performance metrics and fostered a culture of excellence. My commitment to service quality and operational efficiency ensures a high level of customer satisfaction and loyalty.

WORK EXPERIENCE

Senior Call Center Coordinator

Maple Leaf Consulting

📅 Mar / 2020-Ongoing

📍 Toronto, ON

1. Oversee and enhance customer service operations to ensure optimal performance and satisfaction.
2. Lead and mentor a team of call center representatives, driving accountability for performance and quality metrics.
3. Develop and implement training programs to maximize team potential and improve service delivery.
4. Effectively manage escalated customer interactions, ensuring resolution with professionalism.
5. Analyze performance statistics and reports to identify areas for improvement and provide necessary training.
6. Monitor daily workflow and adjust staffing levels in collaboration with staffing specialists to meet demand.
7. Evaluate operations regularly to uncover opportunities for enhancing customer service efficiency.

Call Center Coordinator

Silver Lake Enterprises

📅 Mar / 2018-Mar / 2020

📍 Seattle, WA

1. Coordinate and monitor the call center's performance to uphold quality standards and client satisfaction.
2. Review inbound and outbound calls, ensuring accurate data entry and reporting.
3. Support contract management by reviewing service requests and submissions through Salesforce.
4. Schedule maintenance and service for client equipment, ensuring operational readiness.

EDUCATION

Bachelor of Business Administration

University of Phoenix

📅 Mar / 2016-Mar / 2018

📍 Seattle, WA

Focused on management and customer service practices.

SKILLS

Customer Service Strategy



Empathy Skills



Technical Support



Sales Techniques



Report Generation



INTERESTS

🎨 Art

🤝 Volunteering

🌲 Hiking

🧘 Yoga

STRENGTHS

🔍 Criticality

☰ Detail-oriented

🤝 Diplomacy

😊 Enthusiasm

LANGUAGES



English



Mandarin



Russian

ACHIEVEMENTS

🌟 Increased customer satisfaction scores by 25% within one year through targeted training programs.

🌟 Reduced call handling time by 15% by implementing new workflow processes and staff training.