

CHARLOTTE HARRIS

Call Center Coordinator

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🌐 www.qwikresume.com



PROFESSIONAL SUMMARY

With 2 years of experience as a Call Center Coordinator, I excel in optimizing service processes and enhancing customer satisfaction. My expertise includes training staff and implementing performance metrics to elevate team success. I am dedicated to creating a collaborative environment that drives operational efficiency and exceeds customer expectations.

WORK EXPERIENCE

Call Center Coordinator

📅 Mar / 2024-Ongoing

Maple Leaf Consulting

📍 Toronto, ON

1. Tracked and logged incoming calls to ensure efficient service.
2. Analyzed trends in customer interactions to improve service delivery.
3. Supported the creation of work orders to streamline operations.
4. Monitored and directed company communications to appropriate departments.
5. Provided detailed reports to management for strategic planning.
6. Updated team members on scheduling changes to enhance workflow.
7. Collaborated with management to optimize the communications board and team coordination.

Call Center Coordinator

📅 Mar / 2023-Mar / 2024

Crescent Moon Design

📍 Portland, OR

1. Managed service levels and staffing for a call center with over 400 advisors.
2. Supervised staff while providing performance reports on call center activities.
3. Delivered crisis intervention and advocacy through a dedicated hotline.
4. Handled inquiries, ensuring accurate information was provided to callers.
5. Fostered a positive work environment, maintaining high morale among the team.

EDUCATION

Bachelor of Arts in Communication

📅 Mar / 2022-Mar / 2023

University of California

📍 Denver, CO

Focused on enhancing communication skills and customer interactions.

SKILLS

Administrative Support

Call Handling

Staff Supervision

Workforce Management

Coaching Skills

INTERESTS

🏠 Home Brewing 🐾 Wildlife Conservation

🏃 Running 🗣️ Public Speaking

STRENGTHS

👍 Willingness

📖 Wisdom

🌱 Zeal

💡 Ingenuity

LANGUAGES



English



French



Mandarin

ACHIEVEMENTS

🌟 Increased customer satisfaction ratings by 15% through revised training programs.

🌟 Streamlined call routing procedures, reducing average wait times by 20%.