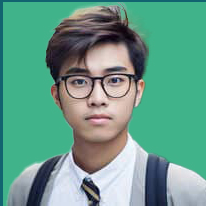


JAMES CLARK

Call Center Manager

support@qwikresume.com (123) 456 7899 Los Angeles
www.qwikresume.com



PROFESSIONAL SUMMARY

Accomplished Call Center Manager with 7 years of experience in driving team performance and operational success. Expertise in developing strategic initiatives, optimizing workflows, and enhancing customer satisfaction. Focused on utilizing data analytics to refine processes and achieve key performance indicators while nurturing a collaborative and high-performing team environment.

WORK EXPERIENCE

Call Center Manager Apr / 2021-Ongoing
Quantum Solutions LLC Phoenix, AZ

1. Monitored calls to enhance quality, minimizing errors and tracking operational performance.
2. Coordinated recruitment efforts, including crafting vacancy advertisements and collaborating with HR.
3. Evaluated staff performance, identifying training needs and developing training sessions.
4. Led a team of 50+ agents, driving performance and enhancing customer satisfaction metrics.
5. Ensured optimal system performance across all imaging locations and systems.
6. Developed and implemented training programs to improve agent skills and service quality.
7. Managed scheduled maintenance services at Alliance Imaging sites while meeting performance targets for speed, efficiency, sales, and quality.

Call Center Manager Apr / 2018-Apr / 2021
Lakeside Apparel Co Chicago, IL

1. Lead the Call Center operations at the Monona, IA location, overseeing the productivity of Telephone Sales Representatives (TSRs).
2. Develop campaigns and scripts, ensuring alignment with client objectives and optimizing calling hours.
3. Monitor calls for coaching opportunities and manage the Quality Assurance department.
4. Oversee Client Services, collaborating with clients from project inception to execution.
5. Develop and refine scripts approved by clients, managing list optimization for campaign effectiveness.

EDUCATION

Bachelor of Business Administration Apr / 2015 - Apr / 2018
University of Wisconsin Chicago, IL

Focused on management principles and customer service strategies.

SKILLS

Sales Techniques
Feedback Delivery
Compliance Knowledge
Customer Service
Service Level Management

INTERESTS

Fashion Birdwatching
E-sports Surfing

STRENGTHS

Humility Confidence
Innovation Wisdom

LANGUAGES

English Dutch German

ACHIEVEMENTS

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