

# ROBERT SMITH

## Jr. Call Center Operations Manager

Phone: (0123)-456-789 | Email: info@qwikresume.com | Website: Qwikresume.com

### SUMMARY

Director of Client Relations & Vendor Management An Active visionary, which meets you where you are constantly exceeding and meeting customer and organization needs, actively contributes to the overall company operational targets as well as the daily business decisions. Directing and continually engaged in leading and inspiring the team in developing and documenting best practices in the performance of all duties and responsibilities.

### CORE COMPETENCIES

Microsoft, Operations Management, Customer Service, Organizational, Problem Resolution, Process Improvement, Team Leadership, Change Management.

### PROFESSIONAL EXPERIENCE

#### Jr. Call Center Operations Manager

ABC Corporation - June 2013 – August 2014

##### Key Deliverables:

- Led and managed a non-clinical enrollment teams across global sites foreign & domestic.
- Created and established strategic direction which includes short-term and long-term goals.
- Established a reputation for leading cost reduction and efficiency activities while focusing on the highest quality service delivery.
- Constantly worked with the executive leadership team, to establish a clear dynamic vision, purpose and role that are consistent.
- Led teams to develop delivery methodologies and managed operational standards, best practices and policies and procedures.
- Partnered with the sales teams to manage client expectations by clearly outlining what is needed for a successful client/product implementation.
- Built strong relationships across the organization in support of the coordination and management of launch and change events to support a successful implementation.

#### Call Center Operations Manager

Delta Corporation - 2012 – 2013

##### Key Deliverables:

- Implemented new IVR and process of implementing an entire phone systems.
- Researched and found new facility to move over 300 employees for expansion and future growth.
- Managed 12 supervisors and 180 agents on multiple contracts.
- Managed inbound programs to ensure service levels and financial objectives.
- Determined call center operational strategies by conducting needs assessments, performance reviews, capacity planning, and cost/benefit analysis .
- Maintained and improved call center operations by monitoring system performance.

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- Identified and resolving problems and preparing and completing action.

### EDUCATION

- MBA in Leadership & Global Management - (Ashford University - Clinton, IA)