

ROBERT SMITH

Call Center Operations Manager

E-mail: info@qwikresumc.com

Phone: (0123)-456-789

SUMMARY

A dependable professional who is able to align reporting methods with strategic operational procedures; has extensive experience to carry forward strategy in the workforce and other contingent work areas within a fast-paced environment; has a solid foundation in negotiations, consultations and reporting and possesses the ability to build strong business relationships necessary in corresponding with all levels within the organization.

SKILLS

Avaya CMS, Blue Pumpkin, IEX, ASPECT EWFM, Monet, Cisco Phones System.

WORK EXPERIENCE

Call Center Operations Manager

ABC Corporation - August 2015 – August 2016

- Managed and directed all aspects of service center operations and internal/external customer needs to meet established standards.
- Created and mapped department workflow processes that support company and clients goals.
- Created and analyzed sales and service metrics and revised workforce management, training, or operations as needed to meet production and QA goals.
- Optimized the daily workflow of Supervisor, Team Leaders and Member Services team, to meet or exceed established metrics.
- Developed and implemented service and sales strategies to maximize sales and retention levels.
- Oversaw and verified performance analysis reports and quality review audits.
- Received and resolved escalated problems of a processing or service related nature.

Call Center Operations Manager

Delta Corporation - 2012 – 2015

- Provided general direction and guidance of staff in all areas of customer service operations and call center operations.
- Responsible for compliance relating to customer service functions.
- Ensured appropriate staffing levels for customer service and administrative functions.
- Ensured that phone calls and correspondence are answered in a prompt, accurate and friendly manner.
- Maintained a professional attitude among department employees while dealing with customers.
- Responsible for forecasting levels of activity and call cycles.
- Hired, oversaw and ensured training needs are met of all Customer Service staff.

SCHOLASTICS

- Business Management - 2013(Broward College)