

ROBERT SMITH

Call Center Operations Manager II

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A customer focused individual seeking a management position in a call center environment. think outside of the box in a proactive and motivated way. believe in a hands-on approach, leading by example, to improve efficiency and productivity while making a positive impact for the company.

EXPERIENCE

Call Center Operations Manager II

ABC Corporation - OCTOBER 2003 - APRIL 2010

- Directed and mentored Team Manager in all aspects of the company's people management goals and performance objectives.
- Directed 17 Customer Service Representatives daily performance, quality objectives and training, as needed.
- Collaborate with matrix partners to create a customer friendly enthusiastic work force through empowerment and fostering teamwork.
- Act as a liaison between participant services, technical support, product management and telephony.
- Drafted annual performance reviews for all employees including coaching and mentoring.
- Served as a liaison between the company and our customers.
- Developed and implemented strategies with the client to improve overall delivery of benefits and services.

Call Center Operations Manager

Delta Corporation - 2001 - 2003

- Training, Workforce Management, Coaching and development of supervisor team, Client Management, Escalation Handling, Performance Strategies, .
- Launched T-Mobile Wireless Inbound sales division Developed 10 supervisors and 200 sales associates Established KPI metrics for T-Mobile Inbound .
- Monitor staff adherence to departmental quality monitoring goals Responsible for the supervision, coaching, training and leadership of staff Analyze .
- In-bound clinical call center manager for a managed healthcare pharmacy plan provider.
- Managed staff of up to 60 Certified Pharmacy Technicians.
- Duties included overall call center statistical monitoring, employee development, ensuring all client contractual obligations were met or exceeded.
- Increased staff productivity by 32% and maintained a level of

production that was 19% above the minimum standard Selected by State Medicaid program .

EDUCATION

- Bachelor of Science in Criminal Justice & Political Science - (Indiana University - Bloomington, IN)

SKILLS

Fluent Spanish Speaker, Read And Write, Leadership.