

Robert Smith

Asst. Call Center Operations Manager

PERSONAL STATEMENT

A process-oriented business professional with eighteen years in customer service and sixteen years in the call center services arena. I possess call center leadership, project management, and relationship management experience. Experienced with creating and implementing SOP's, workforce management including Erlang C analysis and calculation, call center metrics reporting and trending analysis, quality monitoring programs, merit programs, team building programs, workflows, and upgrading technologies.

WORK EXPERIENCE

Asst. Call Center Operations Manager **ABC Corporation - January 2009 - March 2010**

Responsibilities:

- Oversaw daily operations of Tier 1 and Tier 2 call center.
- This call center was responsible for national work order creation and dispatch, payroll processing, administrative duties, and special projects.
- Enforced a complete overhaul of the operation from day one.
- Created annual department goals and training plans to concentrate on continuous improvement.
- Managed staff of 35 comprised of three Supervisors and three individual teams.
- Organized the implementation of an E-fax server that would capture all incoming faxes in an email database.
- Proved to provide a much more efficient process by eliminating printing, manual scanning, filing, and lost papers.

Call Center Operations Manager **Delta Corporation - 2005 - 2009**

Responsibilities:

- Developed and implemented staff training and mentoring programs
Implemented customer quality procedures Evaluate clients, managed 15 employees Dealt .
- Built out and design of 24/7 multi-channel call center supporting bank retail and consumer loan customer service.
- Implemented state of the art IVR eliminating redundancy in infrastructure to process routine transactions such as funds transfer or balance inquires.
- Created disaster and recovery plan in the event a catastrophic event crippling use of primary facility.
- Worked closely with Service Center Supervisors to determine performance statistics and develop improvement plans.
- lead- hire, terminations, performance reviews, schedule staff, create sales promos, set budgets Customer service, data entry, responding to inbound .
- Consistent high performer & has highest personal banker single investment referral record of \$1,000,000.

CONTACT DETAILS

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Alabama
(123)-456-7899
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SKILLS

Customer Service,
Management, Call
Center Management,
Call Center Experience.

LANGUAGES

English (Native)
French (Professional)
Spanish (Professional)

INTERESTS

Climbing
Snowboarding
Cooking
Reading

REFERENCES

Reference - 1 (Company
Name)
Reference - 2 (Company
Name)

Education

Business - 2013(Cincinnati State Technical College)