

# Call Center Operations Manager/Executive

## ROBERT SMITH

Phone: (123) 456 78 99  
Email: [info@qwikresume.com](mailto:info@qwikresume.com)  
Website: [www.qwikresume.com](http://www.qwikresume.com)  
LinkedIn: [linkedin.com/qwikresume](http://linkedin.com/qwikresume)  
Address: 1737 Marshville Road,  
Alabama

### Objective

Energetic Financial Analyst with experience in business process redesign and implementation, financial data analysis, and executive level reporting and dashboard presentations.

### Skills

Customer Service Leadership Loan Processing Mortgage Processing Strategy Training.

### Work Experience

#### Call Center Operations Manager/Executive

**ABC Corporation** - March 2012 – June 2014

- Successfully managed the activities of 65 team members in multiple locations.
- Created training manuals targeted at resolving even the most difficult customer issues.
- Reduced amount of employee overtime by 30% by effectively delegating tasks.
- Recruited, managed and mentored an average of 20 new customer service representatives per year.
- Monitored the daily activities of 25 customer support teams.
- Developed, implemented and monitored programs to maximize customer satisfaction.
- Developed, implemented and monitored programs to maximize customer satisfaction and manage on-site customer service representatives.

#### Call Center Operations Manager

**Delta Corporation** - 2009 – 2012

- Interviewed, hired and trained new quality customer service representatives.
- Improved service quality and increased sales by developing a strong knowledge of company's products and services.
- Provided management training and controlled payroll for a mid-sized office of dedicated recruiters while keeping the call volume to maximum per day .
- Developed performance tracking reports and schedules that measured performance and accountability, resulting in 25% increase of calls per hour.
- Redesigned the customer questionnaire improving communications and developing more effective referrals.
- Taught new research and validation methods to effectively utilize customer relation management and not to compromise security and safety of database.
- Organized detail oriented communications with a demonstrated ability to successfully increase productivity through internal and external business .

### Education

MBA - (Simmons School of Management)