

ROBERT SMITH

Associate Call Center Operations Manager

info@qwikresume.com | <https://Qwikresume.com>

Accomplished professional with over 15 years of experience in manufacturing, financial, multilevel marketing, sales, and business operations. I excel in organizational leadership and relationship building with clients and team members. I have the ability to lead, train and motivate others through energy, enthusiasm, and humor.

OCTOBER 2004 - JANUARY 2016

ASSOCIATE CALL CENTER OPERATIONS MANAGER - ABC CORPORATION

- Responsible for the direction, administration, performance and results of the operational activity for the Call Center comprised of 43 associates.
- Providing strategic direction and leadership for 35 associates inclusive of inbound customer service representatives, outbound sales representatives, team leaders, trainers, mentors, quality control support and coordinates with e service specialist, account specialists and call center analyst.
- Span of responsibilities and control include management of front-end/back end call center operations through accurate forecasts and trend analysis of IVR, telephone queues, website activity.
- Manage department and team performance for credit union membership satisfaction, call production results related to customer service standards and call center metrics, call quality via call monitoring and sales productivity.
- Monthly contact rates are inclusive of 45,000 inbound contacts, 1,300 outbound sales contacts and 750 email/secured online contacts.
- Service channels are focused on the support and maintenance of members accounts and the sale of credit union products and services inclusive of checking accounts, savings accounts, certificates of deposit, individual retirement accounts, debit/ATM cards, credit cards, personal loans/lines of credit, mortgages, personal insurance and investor services.
- Selected Contributions Appointed by senior management to preside on Service Excellence Team charged with improving the internal/external service quality delivered by all credit union associates 2010-present.

1999 - 2004

CALL CENTER OPERATIONS MANAGER - DELTA CORPORATION

- Responsible for overall performance and profitability of a third party contact center group of over 300 customer service employees and leadership .
- Oversaw employee performance to ensure a balance of optimum productivity and service level Train, coach, and develop subordinates.
- Spearheaded the development and implementation of a 24x7 call center, which includes the management of onsite and outsourced staffing.

- Provided strong leadership, strategic and tactical direction and oversight to the onsite and outsourced call centers, with results of reducing cost, .
- Responsible for all aspects of staffing, scheduling and reporting of call center operations Analyzed and developed a new incentive program to drive .
- Coordinate with relevant parties regarding Client business agreements to ensure successful development of SOWs, establishment of appropriate SLAs.
- This is Dummy Description data, Replace with job description relevant to your current role.

EDUCATION

B.S. in Business Administration - (Douglass College, Rutgers University New Brunswick - New Brunswick, NJ)

SKILLS

Administrative, Sales, Customer Service, Management.