

# ROBERT SMITH

## Call Center Operations Manager/Representative

Phone: (0123)-456-789 | Email: info@qwikresume.com | Website: Qwikresume.com

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### SUMMARY

Motivated Management professional seeking an opportunity to demonstrate project management, mastering technology and processes, customer service, that thrives in a deadline driven environment and client service skills proven by 7 years of success.

### CORE COMPETENCIES

Contact Center Management, Leadership, Good communication.

### PROFESSIONAL EXPERIENCE

#### Call Center Operations Manager/Representative ABC Corporation - October 2004 – January 2016

##### Key Deliverables:

- 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.
- 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.
- 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.
- Managed a team of Program Managers, 4 Service Delivery Managers, Trainers / SQTs and up to 60 plus concierges meeting or exceeding productivity .

#### Call Center Operations Manager Delta Corporation - 2002 – 2004

##### Key Deliverables:

- Full operational and P&L responsibility for a 200-seat contact center with satellite sites offering inbound service, product support, sales.
- Managed 50+ people responsible for continually overseeing 10,000 daily shipments.
- Responsible for hiring, management, and scheduling of all employees.

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- Responsible for the management of twenty Veterinary Technicians, 4 Lead Operators and 2 Project Coordinators in an FDA regulated call center.
- Monitored and reviewed calls and case work on a daily/weekly basis to ensure call quality and enable better training and development of all staff .
- Worked in conjunction with the Senior Operations Manager to complete all TACS related duties.
- Worked with WFM and Program Manager to ensure that resources are available to handle incoming calls, requests, and fulfillment.

### EDUCATION

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

