

# Robert Smith

## Call Center Operations Manager/Consultant

### **CONTACT DETAILS**

1737 Marshville Road,  
Alabama  
(123)-456-7899  
info@qwikresume.com  
[www.qwikresume.com](http://www.qwikresume.com)

### **PERSONAL STATEMENT**

High level customer service professional with experience across multiple areas of the Customer Service Industry, including, Supervisor, Operations Management healthcare, technical support, scheduling, medical insurance, networking, cross functional partners, Quality Assurance, training, , high volume Call Center industry.

### **WORK EXPERIENCE**

#### ***Call Center Operations Manager/Consultant*** **MDnetsolutions - December 2014 - 2020**

##### *Responsibilities:*

- Managing and directing the daily activities of call center representatives.
- Recruit, hire, and train new agents.
- Supervising, planning, and managing functions concerned to Call Center environment.
- Carrying out supervision, call monitoring, coaching, training, disciplining, and reviewing all call center representatives performance.
- Updating databases on an on-going basis.
- Acting as an information source and answering call center representatives questions, assigning tasks, following up and giving instructions as needed.
- Attending, following up and resolving customer complaints and questions.

#### ***Call Center Operations Manager*** **Delta Corporation - 2010 - 2014**

##### *Responsibilities:*

- Established and managed new call center.
- provided strategic direction, established goals, and measured performance analytics Responsible for driving .
- Elevated is a home automation company specializing in home security systems, VOIP, Satellite TV, and cell phones.
- Elevated is a public company traded on the OCT.
- Carried out performance measurement, monitoring, and evaluation of all call center representatives to improve the efficiency.
- Ensured that the team members acquire the appropriate support and training to apply the best skills and knowledge on the job.
- Responsible for the creation and implementation of all policies and procedures related to call center operations.

### **Education**

Bachelor's in Business management- project management -  
2013(University of Phoenix - Phoenix, AZ)

### **SKILLS**

Customer Service, Good communication, Management.

### **LANGUAGES**

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

### **INTERESTS**

Climbing  
Snowboarding  
Cooking  
Reading

### **REFERENCES**

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