

Robert Smith

Call Center Operations Manager

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SUMMARY

Sixteen years experience in customer service in top technical, telecommunication and financial industries. Responsible for activities of Call Center staff and for managing a high-performance work culture that resulted in a world-class call center.

SKILLS

Call Center Management, Performance Management, Personnel Management, Employee Relations, Account Management, Microsoft Office Suite, Travel Coordination.

WORK EXPERIENCE

Call Center Operations Manager

IBEX Global - 2011 - 2020

- Managed performance on specified program to meet and exceed all client and/or company expectations.
- Ensure key performance indicators are achieved.
- Communicated directly with client regarding program performance.
- Managed information flow between the Team Managers and the Site Director.
- Assisted with the management of the Quality Process including the number of monitorials completed, tabulating results, ensuring calibration and providing coaching and development to outlying evaluators.
- Co-facilitated associate satisfaction throughout the program through incentives and floor-wide activities.
- Accomplished call center human resource objectives by recruiting, selecting, orienting, training, assigning, coaching, counseling, and disciplining .

Call Center Operations Manager

Delta Corporation - 2010 - 2014

- Focused on associate development/ performance through effective coaching and motivation Achieved consistent performance results 17- 20 calls per .
- Managed day to day operations of a 400+ employee call center.
- Maintained set goals for service levels, sales, attrition, and subscriber numbers, mentoring and development of supervisory team of eight.
- Managed all operational aspects of the 250 seat sales center.
- Maintained and improved call center operation by monitoring system performance, identifying and resolving problems, preparing and completing action.
- Communicated effectively with customers to initiate, develop and maintain excellent customer relationships and client satisfaction.
- Responsible for managing department staffing levels working without resource management team and workforce operations managers.

EDUCATION

Information Systems - (East Carolina University - Greenville, NC)