

# Robert Smith

## Call Center Scheduler

### PERSONAL STATEMENT

To work in a professional atmosphere, with the opportunity to use and add to my present skills and, with that, improve the overall efficiency and organization of my employers organization/company.

### WORK EXPERIENCE

#### **Call Center Scheduler**

**ABC Corporation - 2011 - 2014**

##### *Responsibilities:*

- Profiled and registered individuals into motorcycle courses.
- Contacted students via e-mail or phone, of changes in courses.
- Data entry of incident reports and student grades as per PennDOT regulations.
- Filed, scanned, prepared informational mailings.
- Transferred calls to appropriate upper management personnel.
- Registered and contacted efficiently, all data current as per information available, files current, organized and accessible.
- Managed the schedules for two of the best general dentist and prosthodontist in Northwest Arkansas.

#### **Call Center Scheduler**

**Delta Corporation - 2014 - 2015**

##### *Responsibilities:*

- Effectively accommodated schedules for 400+ call center representatives, both full time and part time status, on a monthly basis.
- Introduced accountability reports to aide supervisors in coaching their teams, which produced better service levels and a one team focus to complete claims and have the customer in a functioning replacement device ASAP.
- Provided regular feedback and chart recommendations for changes calculating call volume trends, based on week to week historic data and seasonal activity.
- Developed, maintained and communicated agent work schedules; rotating schedules for 400+ call center claim representatives.
- Evolved call prioritization schedules to optimize inbound and outbound call volume.
- Compliant with TN Labor Laws for appropriation of break times for hourly employees.
- Inbounded calls to schedule pts dental appointments at various office locations statewide.

### Education

Diploma in Secretarial

### **CONTACT DETAILS**

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

### **SKILLS**

Data Entry,  
Contracts/Correspondance, Customer Service,  
Call Center Scheduler.

### **LANGUAGES**

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

### **INTERESTS**

Climbing  
Snowboarding  
Cooking  
Reading

### **REFERENCES**

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