

Objective

Talented and motivated full-time professional and half-time student looking to grow into a more technical career. Troubleshooting Hardware & Software SQL server 2005 & 2008 Experience Network installation and troubleshooting Self-sufficient Loves technology Quick Learner.

Skills

Sales, Customer Service, Account Management.

Work Experience

Contact Center Supervisor III

ABC Corporation - 2006 – 2014

- Supervised staff of call center agents at an award-winning call center for \$280 million B2B and B2C travel services company.
- Helped travel consultants meet individual \$1 million annual sales goal, with the team consistently performing in top one or two out of five supervisors.
- Monitored queue and track inbound calls.
- Kept agents aware of inbound calls, call holding, average handle time (AHT), abandonment rate, etc.
- Floored walk throughout the day to answer "on the fly" questions from agents.
- Handled seven to ten escalated calls per day to ensure quality and customer service standards are met.
- Conducted weekly individual coaching sessions to motivate and review the past weeks sales, statistics and call quality results.

Contact Center Supervisor

Delta Corporation - 2002 – 2004

- Direct supervision for a team of over 50 Agents in a Call Center Environment comprising of Telephone Sales Reps, Email Reps, Customer Service Reps.
- Coaching agents regarding productivity and quality of work.
- Assisted with customer escalations and following up with customers who sent back a larger number of returned items for quality feedback.
- Interviewed, hired and cared for all Employee Relation issues.
- Managed a group of 14 customer service representatives -Improved the teams quality performance score by 5% within the first month and reduced the.
- Acted as an escalation contact for inbound and outbound escalated calls -Developed and conducted webinars and training for current and new employees.
- Responsible for the day-to-day supervision of the contact center agents.

Education

Business Management - 2000(College of DuPage - Glen Ellyn, IL)