

# Robert Smith

## *Sr. Customer Care Supervisor*

### **CONTACT DETAILS**

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

### **PERSONAL STATEMENT**

Committed Customer Service Manager who effectively motivates associates through continual guidance, direction, development and coaching. Dedicated Customer Service Representative who maintains a high level of professionalism, patience and efficiency to minimize customer dissatisfaction and increase customer loyalty. Virtual Call Center Representative versed in customer support in high call volume environments. Superior computer skills and telephone etiquette.

### **SKILLS**

Microsoft Office  
Software, Management,  
Marketing, Account.

### **LANGUAGES**

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

### **WORK EXPERIENCE**

#### ***Sr. Customer Care Supervisor***

**ABC Corporation - November 2007 - August 2011**

##### *Responsibilities:*

- Supervise and develop Tier 1 support representatives for Suddenlinks Atlantic Call Center.
- Monitor, score, and provide feedback on calls, coaching to handle times and customer feedback surveys, and monitor sales goals pertaining to first level video, internet, phone troubleshooting, and billing.
- Communicate policy changes and updates as relevant to their responsibilities.
- Managed payroll, attendance, and served as the office safety coordinator.
- Supervise daily activities of the customer service representatives, coordinate work schedules and customer service activities, and communicate customer service performance objectives.
- Provide guidance to customer service representatives with service complaints, answer questions regarding services and products, discuss billing questions and service concerns, and provide instruction on various sales techniques.
- Ensure departmental standards regarding courtesy and productivity are maintained and that budgeted quotas are met.

### **INTERESTS**

Climbing  
Snowboarding  
Cooking  
Reading

### **REFERENCES**

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

#### ***Customer Care Supervisor***

**ABC Corporation - 2004 - 2007**

##### *Responsibilities:*

- Serve as Customer Care Supervisor for a major Medicare Part D provider and PBM account management source.
- Collaborate with Customer Care Managers to create strategic plans enhancing customer satisfaction and employee performance.
- Provide a team of 20 employees with tools to maintain and increase service levels to both internal and external customers.
- Gather, analyze, and report daily/weekly/monthly performance and service statistics.
- Instrumental in improving customer-satisfaction ratings through suggestion, development, and implementation of new policies and procedures.
- Play a key-role in call center growth and improvement in the

development of a new, more detailed interview process, helpdesk line and rewards and recognition program.

- Work closely with other departments to promote contests, clarify information, and distribute reports..

## **Education**

Music - (West Virginia University at Parkersburg - Parkersburg, WV)