ROBERT SMITH

Customer Service Coach

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SUMMARY

Seeking a Customer Service Coach position in an office environment, that utilizes a variety of my office management tasks including - computer knowledge, organizational abilities, business intelligence and database program use.

SKILLS

SAP, Payroll, Knova, Aptean Live Chat, Team Mentor/Coach.

WORK EXPERIENCE

Customer Service Coach

ABC Corporation - March 2001 – June 2003

- Traveled to a third office in Ohio to train CSRs.
- Provided coaching and evaluation sessions for new hires; rated and scored all CSRs on performance.
- Monitored quarterly call performance of a team of 10-18 people, and provided them with audio/visual tools to assist in skill development.
- Each CSR received 30 minutes of quality coaching off the phone weekly for reviewing of monitored phone calls.
- Counseled CSRs on ways to maximize productivity and reach professional and personal goals.
- Settled escalation calls, organized call center events, and provided call center support to the CSR management team.
- Participated in debriefings of CSRs progress with management team; identified and acknowledged CSRs who excelled in customer service policies and procedures.

Customer Service Coach

Delta Corporation - 1996 – 2001

- Responsible for coaching and developing 14-18 customer service agents Gave constructive feedback and training for areas that require improvement .
- Developed and implemented corrective action plans.
- Created and administered annual performance reviews.
- Worked as a customer service supervisor at a call center that dealt with all kinds of customer service situations such as deliveries, pick-ups, .
- Provided supervision to employees of United Parcel Service Call Center.
- Specialized in complaint resolution to ensure customer satisfaction.
- Conducted quality inspections and assessment of subordinate employees for improvement of customer care.

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SCHOLASTICS

- Associate Of Arts In Business Administration

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