

Robert Smith

Customer Service Coach

CONTACT DETAILS

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PERSONAL STATEMENT

Principle-driven customer service and sales management professional with a passion for leading and coaching teams, building relationships, solving complex problems, and client advocacy and stewardship, all while delivering on bottom line financial results. I've led teams in both call center and retail environments, and have been recognized as a leader who has achieved service excellence, aligned associate performance to business goals, developing them through analyzing performance and delivering targeted performance improvement plans, conducting quality assurance through established protocols, and synthesizing business improvements through business unit data analysis.

WORK EXPERIENCE

Customer Service Coach

ABC Corporation - May 2003 - February 2005

Responsibilities:

- Supervised and led a group of customer service associates, with an emphasis on first-call resolution and owning each interaction.
- Supervised daily operations and activities of customer service associates leading them to attain and exceed business goals including average call handle time, next call readiness, quality, and sales objectives.
- Performed quality assurance using recorded customer interactions and live monitoring.
- Conducted training modules within the new hire curriculum.
- Handled escalated customer interactions and resolved non-standard, exceptional customer situations.
- Implemented corrective action as appropriate and collaborated in developing action plans for improvement.
- Implemented creative strategies to ensure success in individual efficiency, average handle time and upselling close rates.

Customer Service Coach

Delta Corporation - 2001 - 2003

Responsibilities:

- Managed a customer service team that took inbound customer service calls.
- Performed weekly and daily reports.
- Provided coaching and feedback to my associates on a daily and weekly basis.
- Handled escalated calls.
- Fairfield inn Westminster, CO Addressed all website inquiries per day. Trained 2 new employees quarterly. Maintained up-to-date knowledge of store .
- Home Based Responsibilities Ensuring customer service agents are meeting their metrics Answering questions in a program based chat Diffusing .
- Taking attendance, calling agents, helping with staffing.

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SKILLS

Microsoft Office,
Customer Service,
Leadership, Leadership,
Technical Support.

LANGUAGES

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

INTERESTS

Climbing
Snowboarding
Cooking
Reading

REFERENCES

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

Education

B.S. In Business Administration