

Robert Smith

Customer Service Director/Executive

PERSONAL STATEMENT

Seeking full time Customer Service Director employment in the areas of Graphic Design, Marketing, Administrative Support, Non-Profit as well as any other areas.

WORK EXPERIENCE

Customer Service Director/Executive

ABC Corporation - 2002 - 2008

Responsibilities:

- Managed 7 direct reports to evaluate city compliance and quality of service for 40-55 employees in customer service departments, proving support to multiple internal and external customers.
- Handled inbound/outbound calls, ACD call management and analysis, delinquent collections, rate changes, first call resolution, accounts receivable/payables, incentive plans for performance, and department cost against budgets and all billing.
- Managed and ensured adequate staffing for 5 utility services water, wastewater, drainage, solid waste, and electricity for municipal government.
- Oversaw and managed the Citys collections revenues in excess of \$121 million dollars annually.
- Expanded number of remote customer service facility operations centers from 1 to 3.
- Initiated planning sequences needed to accommodate growth.
- Selected locations, planned and hired staff, and budgeted and procured the necessary equipment.

Customer Service Director

Delta Corporation - 2012 - 2013

Responsibilities:

- Evaluate new hires and determine their strengths and ability to perform job functions Delegate duties as needed.
- Administer progressive disciplinary actions as needed.
- Liable for creating and implementing action plans for 5 customer service supervisors and 50 agents Created and oversaw new hire training Develop.
- Manage Shirley Leavell Branch / Dorothy Woodley Hunt Branch Manage Staff / Scheduling / Interviewing Sales / Marketing Customer Service Account.
- Sell Apple care insurance to customers, and direct them over to the best line of business depending on the issue.
- Lead a team of 6 customer service representatives.
- Trained, mentored and successfully developed staff to assist customers in all areas of service.

CONTACT DETAILS

1737 Marshville Road,
Alabama
(123)-456-7899
info@qwikresume.com
www.qwikresume.com

SKILLS

Marketing, Logistics,
Analysis, Audit, Billing,
Customer Service.

LANGUAGES

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

INTERESTS

Climbing
Snowboarding
Cooking
Reading

REFERENCES

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

Education

M.P.A. in Public Administration - (Western Michigan University)