

ROBERT SMITH

Customer Service Team Manager

Phone: (0123)-456-789 | Email: info@qwikresume.com | Website: Qwikresume.com

SUMMARY

Highly qualified Customer Service Team Manager with experience in the industry. Enjoy creative problem solving and getting exposure on multiple projects, and would excel in the collaborative environment on which your company prides itself.

CORE COMPETENCIES

Leadership, Microsoft Office.

PROFESSIONAL EXPERIENCE

Customer Service Team Manager

ABC Corporation - October 2006 – July 2008

Key Deliverables:

- Performed monthly evaluations on representatives for quality assurance.
- Managed all performance-related stats.
- Lead weekly team meetings regarding current changes.
- Handled escalated customer complaints regarding billing/service/equipment issues.
- Attended all mandatory managerial meetings.
- Provided managerial support under close supervision in a variety of roles within Customer Service which may include team manager support, quality monitoring, scheduling, and training.
- Provided-phone support when business needs demand.

Customer Service Team Manager

Delta Corporation - 2002 – 2006

Key Deliverables:

- Directs and manages a team of Customer or Business Service Representatives Manage several areas of customer service including but not limited to; .
- Ensures professional and courteous representatives provide basic customer service Plans, directs, supervises, and evaluates work flow; provides .
- Provide consistent coaching and training for customer service employees Monitor, report, and manage team performance Analyzes call center volume, .
- Schedules call center employees to ensure customer satisfaction Handle escalated customers complaints Help maintain a positive team spirit and as .
- Managed a team of 15-20 customer service representatives -Provided coaching and feedback for customer service performance through recorded and live .
- Direct supervision of 15 telephone banking associates Call monitoring for quality purposes Tracking of time off for banking associates Training on new .
- Manage team of customer service representatives in taking inbound calls from wireless customers Assist customers with questions regarding the .

ROBERT SMITH

Customer Service Team Manager

Phone: (0123)-456-789 | Email: info@qwikresume.com | Website: Qwikresume.com

EDUCATION

- Associates in Occupational Therapy Assistant - (Pueblo Community College - Pueblo, CO)