

ROBERT SMITH

Customer Service Team Manager

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SUMMARY

To secure a position where existing skills in the areas of sales, customer service, and management can be utilized by a progressive and innovative company.

SKILLS

Microsoft Office, Team Player.

WORK EXPERIENCE

Customer Service Team Manager

ABC Corporation - February 2011 – March 2012

- Provided floor presence and answer all questions; being available for employees that experience work problems, providing appropriate counseling, coaching, direction and resolution.
- Consistent monitoring, coaching and side-by-sides with agents to meet sales/quality goals.
- Delivered feedback and tips to team members to help meet goals based on findings.
- Conducted regular morning meetings with team to ensure morale is up and address and problems with campaigns.
- Managed and track associates pause and ACW time.
- Created initiatives to increase motivation and excitement on team as well as improve performance.
- Supported company incentive/recognition initiatives.

Customer Service Team Manager

Delta Corporation - 2010 – 2011

- Led teams of up to 35 associates to ensure compliance with regulations and customer service standards Facilitated team meetings and trainings to .
- Coached team to deliver strong customer service to all customers Delivered team meetings and trainings to ensure adherence to updated policies, .
- Responsible for managing a team of 15-20 customer service representatives to ensure that all company goals and objectives were met by Call quality .
- Led teams of up to 35 associates to ensure compliance with regulations and customer service standards Facilitated team meetings and trainings to .
- Coached team to deliver strong customer service to all customers Delivered team meetings and trainings to ensure adherence to updated policies, .
- Surpasses Sales Quotas while Upholding both Federal/Non-Federal laws Develop, Coach, and Mentors 25+ call center agents Ensure Quality and Integrity .
- Led, motivated and developed up to 21 Customer Service Representatives (CSRs) to proficiency in credit and collections, customer retention, technical .

SCHOLASTICS

- Bachelor of Science in Political Science - (Hampton University - Hampton, VA)