

Robert Smith

Customer Service Team Manager

CONTACT DETAILS

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PERSONAL STATEMENT

Dedicated individual with proven potential to succeed in any given environment having extensive years of experience in the customer service and technical field seeking a position that will utilize management and business experience.

SKILLS

Customer Service/ Call
Center Operations
Management.

WORK EXPERIENCE

Customer Service Team Manager

AT&T Mobility - National Center - April 2013 - May 2020

Responsibilities:

- Coach, motivate, train, discipline, develop & guide employee performance through a variety of mechanisms.
- Review and evaluate employees on their ability to meet performance objectives.
- Ensured that employees are operating at high levels of quality and productivity while exhibiting high levels of integrity and ethical behaviors.
- Ensured that employees are adhering to company policies & procedures.
- Worked to ensure employee and customer churn is maintained at the lowest possible level.
- Resolved complaints and answer questions of customers regarding services and procedures.
- Provided CSR with daily feedback on quality customer service and or office procedures.

LANGUAGES

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

INTERESTS

Climbing
Snowboarding
Cooking
Reading

REFERENCES

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

Customer Service Team Manager

Delta Corporation - 2009 - 2013

Responsibilities:

- Receiving, responding to and resolving customer telephone-inquires regarding real-estate loans in a high-volume call center Manages a team of 15-18 .
- of these transitioned associates have become exemplary employers Selected as one of two managers with the site to act as the liaison for Executive .
- Duties included partnering with external/internal customers (Business Partners and Executives) to ensure customer satisfaction and the resolution of .
- Managed a team of 15-20 Customer Service Reps in a call center environment, taking escalated customer service calls, coordinating coverage of inbound .
- Managed 16-20 Technical Support, Order Entry and Contracting Advocates to give focused support to Key accounts for multiple sales territories.
- Collaborated with service and sales to resolve issue and concerns from customers to stabilize and grow Abbotts diagnostic business.

- Performed call review, individual job standards analysis, growth and personal development.

Education

Certification in Electrical Instrumentation - (ITI Technical College - Baton Rouge, LA)