

## Customer Service Team Manager

# ROBERT SMITH

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## Objective

Seeking to obtain an Office/Clerical position in which customer service, bookkeeping, personal, clerical, and general office skills will contribute to greater office efficiency and productivity.

## Skills

Excellent Leadership, Interpersonal, Communication Strong Problem Solving, and Analytical Abilities.

## Work Experience

### Customer Service Team Manager

**AT&T Mobility** - April 2007 – June 2020

- Utilizes interpersonal skills while interviewing prospects for appropriate job placement.
- Coach, motivate, train, develop, and guide employee performance through a variety of mechanisms such as observations, metrics analysis and feedback devices from customers, peers, management and others.
- Served as the trusted liaison to transmit guidance from corporate management to customer service representatives, enhancing professional development.
- Acted as the liaison between clients and CSRs to ensure customer satisfaction.
- Conducted performance appraisals and evaluates staff on ability to meet those objectives.
- Directed and advises appropriate problem resolution strategy when objectives are not met.
- Administered the appropriate disciplinary action as warranted.

### Customer Service Team Manager

**Delta Corporation** - 2004 – 2007

- Duties include Manage a team of call center agents (12 - 15 agents). Training team members on new job processes and makes sure they were proficient in .
- Conducted performance reviews.
- Motivate and encourage agents through positive communication and feedback.
- Kept track of attendance, daily statistics, paid time off, sick time.
- Started up this group in Scranton and RI Lead member of the start up team for Priority services in our site.
- Manage a team of 20 associates Work in partnership with our partners in other Priority site to understand procedures and look for where we see .
- Partner with training/ quality to understand knowledge gaps.

## Education

Bachelor Of Arts In Political Science - (Western Illinois University - Moline, IL)