

ROBERT SMITH

Customer Service Team Manager

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Seeks to obtain a leadership position that will utilize current leadership talents and provide rewarding and challenging opportunities for growth. Also to work in a professional environment that promotes growth and advancement while utilizing experience and analytical thinking will be useful in achieving organizational goals.

MAY 1990 - NOVEMBER 2009

CUSTOMER SERVICE TEAM MANAGER - ABC CORPORATION

- Managed a 15-member Customer Service Team and a 3-member Quality Monitoring Specialty Team with a focus on exceeding industry-standard service levels.
- Additional responsibility in staffing for departmental operations and management coverage at startup.
- Regularly participated in special projects, software upgrades, launches, and company initiatives.
- Coached and developed a high-performance team that received multiple Team of the Quarter and Yearly Awards.
- Lead a team of CSRs in the creation and implementation of the first performance recognition program and activity program Professional of Quarter/Year, Spot Awards, and Booster Activities.
- Created and implemented the Call Quality Monitoring Process as part of a major service improvement initiative, including ongoing revisions based on the needs of the business (Software Auto Quality and talk).
- Supported system upgrades of Windows 2000, XP, and SAP through testing, launching, and training and transitioned the contact center team from a main-frame terminal to a server-based computing environment including training and procedures.

1986 - 1990

CUSTOMER SERVICE TEAM MANAGER - DELTA CORPORATION

- Customer service and Team Building Customer Service and Tech Support Mobile Cellular systems Monitored and interpreted network issues, and .
- Customer Relations Save Team.
- Giving customers options for improved service Develop Employee team building exercises Manage Employees in union environment.
- Handling employee grievances for resolution with union stewards Develop custom planning and scheduling reports in Crystal Reports Billing and .
- Managed several areas of customer service including but not limited to; retention, fraud, billing, collections, activations, troubleshooting, revenue .
- Worked with National Leadership Team to implement trainings and modules for

- representatives to be used during their interactions to better business .
- Manage team of Customer Service Representatives.

EDUCATION

BS in Business Administration - (Limestone College - Gaffney, SC)

SKILLS

Outlook, Microsoft Word, Microsoft Excel.