

ROBERT SMITH

Customer Service Team Manager

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

SUMMARY

Seeks to become a valuable member of a successful and growing company where one can fully utilize management & leadership abilities and extensive experience in Operations, Customer Care, and Management to provide excellent service to both employees and customers with positive & successful results.

CORE COMPETENCIES

Inventory Management, Customer Service, Computer, Team Building, Management, Telecommunications, Automotive.

PROFESSIONAL EXPERIENCE

Customer Service Team Manager

AT&T - July 2009 – May 2020

Key Deliverables:

- Directed and managed a team of Business Service Representatives who are responsible for handling customer service requests.
- Managed several areas of customer service including but not limited to; retention, billing, troubleshooting, equipment provisioning, data support, to ensure proper productivity and quality are met.
- Ensured professional and courteous representatives provide basic customer service and enhance the companys reputation for outstanding customer service.
- Plans directs, supervises, and evaluates workflow; provides direction to employees according to established policies and management guidance.
- Responsible for the day to day application of organizational policies and procedures; administers company policies that directly affect subordinate employees, including conduct, performance and attendance management, and disciplinary practices.
- May monitor and evaluate the quality of Representatives customer calls.
- Participate in call center initiatives such as recognition, employee engagement, and diversity.

Customer Service Team Manager

Delta Corporation - 2004 – 2009

Key Deliverables:

- Managed a scheduling team of associates and contractors Maintained constant communication with my associates to effectively adjust to .
- Met productivity targets by managing 5 staffing and daily company objectives.
- Ensured accuracy in the daily input of all delivery orders, by efficient systemization.

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- Audited and managed daily schedules (max 200 containers daily), as well as resolved troubleshooting between customers, drivers, steamship lines, and .
- Managed a department of associates in the processing and workflow business unit Directly supervised 30 team members Reviewed and evaluated work .
- Developed daily call center team plans with strategic personnel.
- Handled elevated calls and developed training material facilitating classes role .

EDUCATION

Real Estate License - 2005(University of Evansville - Evansville, IN)

