

Robert Smith

Customer Service Team Manager

CONTACT DETAILS

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PERSONAL STATEMENT

A dedicated Manager who is skilled at motivating team members through exceptional training and interpersonal skills with 14 years of management experience. Seeks a significant position that promotes effective leadership in productivity, performance management, and career growth.

SKILLS

Recruiter, Trainer,
Finance, Project
Management, Business
Continuity, Sales.

WORK EXPERIENCE

Customer Service Team Manager

ABC Corporation - January 2005 - August 2013

Responsibilities:

- Maintained and created human resource documents for appraisal, development and discipline.
- Monitored performance and compliance against target objectives/action plan/follow-up and ensured issues were resolved to satisfaction.
- Coordinated steps for voluntary/involuntary termination and attended hearings for unemployment.
- Performed quarterly Safety and EHS audits and monthly FLSA audits.
- Coordinated employee recognition, special events and announcements.
- Recruited, trained and managed a team of employees in a unionized environment.
- Worked with managers to determine candidacy for applicants and ensured benefit paperwork was completed.

LANGUAGES

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

INTERESTS

Climbing
Snowboarding
Cooking
Reading

Customer Service Team Manager

Delta Corporation - 2000 - 2005

Responsibilities:

- Managed a team of 15-50 call center agents.
- Assisted the employees in learning and performing their duties.
- Reviewed agent performance daily, monthly, and bi-annually, coached, executed action plans, rewarded good performance, and mentored towards .
- Reported to upper management team on team performance and individual performance and steps to improve poor metrics or maintain excellence.
- Managed a team of 15-50 call center agents.
- Assisted the employees in learning and performing their duties.
- Reviewed agent performance daily, monthly, and bi-annually, coached, executed action plans, rewarded good performance, and mentored towards .

REFERENCES

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

Education

Master of Science in Emergency Management and Homeland Security - (Arkansas Tech University - Russellville, AR)