Robert Smith

Customer Service Unit Manager

CONTACT DETAILS

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PERSONAL STATEMENT

As a Customer Service Unit Manager, responsible for Providing continuous feedback and coaching to improve and maintain high-quality customer experience, effectiveness, and efficiency metrics, Actively monitoring work/queue assignments to ensure maximum efficiency and coverage.

WORK EXPERIENCE

Customer Service Unit Manager

ABC Corporation - October 1993 – July 2009

Responsibilities:

- Managed and monitored call volume within department as well as global sister sites, assisting in the daily direction of the department;s operations and development of goals.
- Interviewed, trained, coached, and evaluated employees.
- Maintained and updated all employee career goals and the training completed.
- Processed all payroll, as well as all attendance records with any necessary corrective action.
- Ensured all call are evaluated and rated according to polices and procedures.
- Provided feedback on improvement and reinforce positive behaviors.
- Responsible for department budget, collecting and paying all invoices, and planning for future budgets.

Customer Service Unit Manager

Delta Corporation - 1989 – 1993

Responsibilities:

- Responsible for tracking attendance for customer service reps Taking escalated supervisor calls Running the collections dialer Have taken the .
- Taking care of customer service and administrative support as new contracts and conexion, attention of consumer claims, plan of work force, payroll, .
- Accountable for providing effective feedback, coaching, career development, and timely completion of performance reviews for a team of 24 staff .
- Additional responsibilities included development of new procedures, interviewing prospective employees, and servicing disgruntled customers.
- Early Positions within Citi.
- Increased unit performance through team coaching and mentoring, including one-one-one meetings with team members regarding good customer relations, .
- Lead, developed and motivated a team of 24 associates Fostered a team environment through coaching and training that promoted the highest level of .

SKILLS

Microsoft Office, Intuit, Webex.

LANGUAGES

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

INTERESTS

Climbing
Snowboarding
Cooking
Reading

REFERENCES

Reference – 1 (Company Name)
Reference – 2 (Company Name)

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Education

English - (Delaware Technical Community College)

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