

# ROBERT SMITH

## Retention Supervisor

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Consistently maintained a calm demeanor in the face of difficulties, and managed multiple projects while working under pressure in fast-paced environments. Demonstrated problem solving and active listening skills in successfully resolving issues with tact and ease. Reputation for integrity, perseverance, and a strong work ethic.

## EXPERIENCE

### Retention Supervisor

#### ABC Corporation - MAY 1998 - MAY 2000

- Served as the Retention Point of contact for 6 major commands covering 12 states and 24,000 Soldiers.
- Reviewed and recommend improvements or approval for the 6 commands Retention budgets totaling over \$365K.
- Reviewed and recommended improvements to the retention program for nation wide implementation which resulted in a nation wide reduction of attrition from 32% to 26%.
- Coordinated more than 12 video teleconferences, was the Branch training coordinator responsible for all training of 35 senior level employees, member and recorder for the Executive Quality Action Group, and was made the Incentives manager for the Army Reserve.
- Developed a program to prioritize command level retention plan which resulted in a standardized budgeting program and process.
- Member-ed of the National level retention budget steering committee responsible for projecting and obtaining short, near and long term resources.
- Self taught Microsoft ACCESS and trained 6 other NCOs increasing data research by capability 50%.

### Retention Supervisor

#### Delta Corporation - 1993 - 1998

- Responsible for supervision and coaching of 26 retention representatives.
- Assisted representatives in troubleshooting customer issues with our various offerings, devices, and platforms Coached representatives on techniques .
- Develop agents to meet specific goals set by upper management Efficiently communicate process changes and ensure implementation is seamless Manage a .
- Monitored and Coached employees Conduct One-on-One meetings with employees Meeting and Exceeding performance expectations.
- Team was top team for 9 months consecutive meeting all department goals for customer retention Top 3 team for most completed customer

survey scored .

- Coached agents on areas of opportunity Led the call-floor 4 months running for best overall team stats Monitored the queue and assist with any aspect .
- Led a team of 12-15 CSR reps.

## **EDUCATION**

- MBA

## **SKILLS**

Training Development, Training Delivery, Training Design.