

Robert Williams

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Experience

ABC Inc.

April 2002 - June 2009

Call Center Manager

Any Town, NY

- Provide a level of service that exceeds customers' needs and expectations; develop processes which track service quality indicators, and identify problem areas along with providing solutions.
- Converse and listen to concerns; act as a liaison between client and organization, rectifying issues in a professional and timely manner.
- Display lead by example execution of hands-on personalized training and customer service at all levels.

XYZ Corp.

November 2001 - March 2002

Call Center Manager

Any Town, NY

- Manage sales/customer service call center sites, with a total of 150 agents/staff.
- Manage day-to-day operations ensuring weekly sales and client service objectives are met.
- Ensure workload and workforce management objectives are met to meet the demands of the aggressive marketing campaigns.
- Provide professional and organizational development direction to Service Center supervisory staff.
- Developed and implemented new sales training and customer service training process.
- Implemented internal call center Help Desk for newer agents.
- Implemented new coaching techniques for assistant team leaders and Supervisors.

BCD Inc.

May 2001 - November 2001

Call center manager

Any Town, NY

- In charge of managing 150 customer care representatives and 10 supervisors to obtain high levels of performance in quality, average handle time, first call resolution, compliance to schedule, attendance, efficiency and attrition.
- In charge of managing shrinkage and operations effectiveness.
- Implemented processes to improve quality of service.
- Participated in improving on boarding process and actively participated in the recruiting, selecting and interviewing of front line employees as well as supervisors and other managers.
- Implemented processes to improve coaching techniques and coaching varieties.
- Implemented training and measuring process for leadership skills.
- Implemented the use of coaching evaluation tool for the entire office.
- Modified and improved reporting tools.
- Report to call center director.

Education

New York High School

2001

High School

NY

QUALIFICATIONS

- Great phone etiquette.
- Experience with high volume incoming and outgoing calls.

- Desire to assist customers with daily issues and concerns.
- Positive outlook on all situations.
- Very punctual and determined self starter not intimidated by criticism and always open to learn more.
- Efficient communication skills both verbal and written w/clients and company personnel.
- Able to multi-task and remain focused under pressure in fast-paced work environment.

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