

# JOHN TAYLOR

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## EXECUTIVE SUMMARY

A dedicated manager offering over 10+ years of customer service and sales experience, including management of call center operations, hiring and training of employees, order fulfillment, sales and support, reports and documentation, and conflict resolution. Extensive knowledge of Microsoft Office, Oracle, SAP, Q-Term, Tel-Net and ACD phone systems.

## PROFESSIONAL EXPERIENCE

**2007-2010 ABC Inc.**

Any Town, NY

**Call Center Manager**

- Project management.
- Performance management of a staff.
- Coaching and development.
- Training and quality assurance.
- Motivation/Incentive plan management.
- Bonus program management.
- Vendor management.
- Financial reporting.
- Tracking/analysis of Key Performance Indicators.

**2004-2007 XYZ Corp.**

Any Town, NY

**Call Center Manager**

- Responsible for 5 customer service supervisors and 50 customer service agents.
- Created and implemented new hire training/mentor program.
- Implemented customer quality experience program.
- Designed and enforced accurate time card policy.
- Worked with customers to accurately forecast staffing.
- Maintained a successful relationship with vendors.
- Support and coach dispatchers to achieve performance standards.
- Assist in handling with the resolution of escalated corporate situations.
- Create and administer corrective action plans.
- Create and administer annual performance reviews.

**2003-2004 BCD Inc.**

Any Town, NY

**Call Center Manager (Collections),**

- Assisted with the successful start up of new department.
- Approve or decline all new hires, terminations and corrective action.
- Coach and develop all associates to maximize their skills.
- Write and administer associate reviews and raises.
- Create a healthy competitive environment.
- Developed and implemented training programs which minimized losses.
- Ensure all associates are well versed on call center policies and procedures.
- Assist training department with the education of new associates.

## EDUCATION

1998-1999 University of California, San Francisco

1996-1997 Johns Hopkins University