



EMMA SCHNEIDER

CALL CENTER MANAGER

SUMMARY

Extremely motivated to constantly develop skills and grow professionally

Call Center Manager with over 4 years of experience in planning and implementing call center strategies and operations; improving systems and processes; managing staff.

CONTACT

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872-871-9271

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EDUCATION

San Diego University
Bachelor in Marketing, 2018

SKILLS

- Technical Support
- Human Resources
- Polite, professional phone voice
- Coaching
- Customer Service
- Leadership

WORK EXPERIENCE

13 MONKEYS, CALL CENTER OPERATIONS MANAGER JUN 2019 - JAN 2020

- Ensured adequate call center coverage to achieve service level targets, including scheduling, resourcing and recruitment initiatives
- Developed a team environment that foster growth and the desire to help others

WORLD MARK, CALL CENTER MANAGER JUN 2018 - JUN 2019

- Optimized call center productivity, achieved correct quality standards through data analysis. Tracked and reported metrics and provided weekly, monthly and quarterly reporting results to senior management
- Responsible for the total quality member experience through teaching, coaching, and technical development of call center staff for exceptional service delivery

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