

Amada Salas

Call Center Supervisor

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Summary

Reliable and trusted supervisor well-versed in call center environments with over 8 years of experience in leading teams of anywhere between 10 and 45 agents. Developed complex customer loyalty program, increasing share of retained clients by 25%. Nominated and awarded the Exceptional Team Leader Award in 2012 and 2013 by 80-Degrees Mobility Ltd. Seeking to drive performance and customer engagement and provide expert leadership at Callsfy.

Work Experience

Call Center Supervisor

80-Degrees Mobility Ltd., Fort Worth, AL

July 2008–June 2014

Supervised 13 direct annual, quarterly, and monthly performance reports for call center agents. Designed tactics to improve agent efficiency, increasing performance by 20%. Carefully monitored metrics to constantly look for improvement potential, eventually leading to noticeable 6% revenue growth. Collaborated with sales teams to develop promotional and marketing strategies.

Call Center Shift Supervisor

DealersUnited, Nashville, TN

March 2006–March 2008

Monitored performance of 8 co-workers, giving regular feedback, assessment, and coaching. Met 100% of KPI's, while exceeding targets 66% of the time. Helped develop and implement the Staff Recognition Program for Nashville Center over 1.5 years, raising employee engagement by 23%.

Education

Brick Eagle High School

Little Rock, AR

Graduated: 2005

Skills

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|--|-------------------------------------|-------------------|
| • Reliable customer service | • Interpersonal skills | • Decision-making |
| • Patience, empathy, and understanding | • Leadership | • Problem-solving |
| • Communication skills | • Business operations & development | • CRM software |
| | • Team management | |

Language skills

- English: native
- Spanish: advanced
- French: intermediate