

# Call Center

Experienced Call Center Manager with a track record of implementing successful customer service training programs and improving customer satisfaction scores by up to 25%. Skilled in analyzing customer feedback data and developing new policies and procedures that reduce complaints by up to 15%. Adept at managing teams of up to 20 representatives, providing coaching and feedback that increases productivity by up to 20%.

## WORK EXPERIENCE

### Call Center

03/2022 – Present

#### Customer Connect Solutions

- Implemented a new customer service training program, resulting in a 25% increase in customer satisfaction scores and a 10% decrease in call handling time.
- Analyzed customer feedback data and identified key areas for improvement, leading to the development and implementation of new customer service policies and procedures that reduced customer complaints by 15%.
- Managed a team of 15 call center representatives, providing coaching and feedback that resulted in a 20% increase in team productivity and a 10% decrease in employee turnover.

### Call Center Manager

03/2020 – 03/2022

#### Virtual Connect Solutions

- Developed and implemented a new customer feedback survey system, resulting in a 30% increase in response rates and a 15% increase in overall customer satisfaction scores.
- Managed a high-volume call center, consistently meeting or exceeding service level agreements and achieving a 95% customer satisfaction rating.
- Collaborated with cross-functional teams to identify and implement process improvements, resulting in a 20% increase in call resolution rates and a 10% decrease in average call handling time.

### Call Center Representative

03/2019 – 03/2020

#### TeleLink Solutions

- Implemented a new customer relationship management (CRM) system, resulting in a 20% increase in customer retention rates and a 15% increase in upsell opportunities.
- Analyzed call center metrics and identified areas for improvement, leading to the development and implementation of new call center processes that reduced call abandonment rates by 25%.
- Managed a team of 20 call center representatives, providing ongoing coaching and feedback that resulted in a 15% increase in team productivity and a 10% decrease in employee turnover.