

Ashley Doyle

Call Center Manager

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Denver, CO 
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Work Experience

HealthFirst - Call Center Manager

2012 - current

Denver, CO

- Managed 37+ staff members within 3 call center departments
- Developed improved interview processes using mock calls, decreasing poor hiring by 93%
- Managed staff scheduling and established target goals for staff members, increasing the yearly call rate by 12%
- Assisted customers with escalated complaints, reducing the risk of negative reviews by 47%

Doctor.com - Call Center Manager

2010 - 2012

Denver, CO

- Spearheaded new staff training programs, providing routine coaching for 28+ staff members
- Recruited new staff members through social media sites, increasing the number of qualified call agents hired by 16%
- Redesigned Doctor.com call routing system, improving customer experiences and reducing wait time by 7+ minutes
- Exceeded 100% of quarterly company sales targets

Doctor.com - Call Center Representative

2006 - 2010

Denver, CO

- Addressed customer questions, receiving 110+ 5-star reviews
- Resolved 90% of customer complaints and inquiries within 3 minutes, exceeding targets by 59%
- Engaged customers, informing them of billing issues and solutions for common problems
- Responded to customers' grievances and frustrations, resolving with a 93% success score

Education

Denver East High School - High school diploma

2002 - 2006

Denver, CO

Skills

- Collaborative
- Verbal Communication
- Compassionate
- Personable
- Patient
- Quick Learner