

VANESSA FORD

Call Center Supervisor

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Faheyton, Iraq



SUMMARY

Experienced Call Center Supervisor with a proven track record of leading high-performing teams and delivering exceptional customer service. Skilled in optimizing call center processes, reducing customer complaints, and improving customer satisfaction. Expertise in training and developing agents, implementing call quality monitoring systems, and driving operational efficiency. Bachelor's Degree in Hospitality Management. Fluent in English and Spanish. Passionate about providing memorable guest experiences and dedicated to the success of the team and the organization.

EXPERIENCE

Call Center Supervisor 2022 - Ongoing

ABC Hospitality New York, USA

Managed a team of 20 call center agents, overseeing daily operations and ensuring customer satisfaction.

- Implemented new training program resulting in 20% increase in agent productivity
- Developed and implemented call quality monitoring system resulting in 15% reduction in customer complaints
- Created and implemented customer feedback survey resulting in a 10% increase in overall customer satisfaction

Customer Service Representative 2017 - 2022

XYZ Telecom Los Angeles, USA

Provided excellent customer service and addressed customer inquiries and complaints in a timely manner.

- Achieved highest customer satisfaction rating in the company for three consecutive quarters
- Assisted in implementing a new customer management system resulting in improved efficiency
- Managed a high volume of calls, consistently meeting or exceeding performance targets

Front Desk Agent 2015 - 2017

DEF Hotels & Resorts Miami, USA

Welcomed and checked-in guests, provided information about hotel services, and resolved guest issues.

- Recognized by management for outstanding customer service skills
- Maintained accurate guest records and handled reservations and cancellations
- Collaborated with other departments to ensure smooth operations and guest satisfaction

MY LIFE PHILOSOPHY

Every customer interaction is an opportunity to create a positive impression and build loyalty.

STRENGTHS

Leadership

Led a team of 15 call center agents, resulting in a 20% increase in customer satisfaction.

Problem-solving

Implemented a new call routing system, reducing waiting times by 50%.

Customer Service

Received multiple 'Employee of the Month' awards for providing exceptional service.

LANGUAGES

English Native ★★★★★

Spanish Proficient ★★★★★

SKILLS

Call center operations ·
Customer service ·
Team management ·
Problem-solving · Communication ·
Time management ·
Microsoft Office · CRM software