

# Robert Smith

## Call Center Manager

### CONTACT DETAILS

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Alabama  
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### PERSONAL STATEMENT

A proven Manager with efficient and tactful professional skills, seeking to secure a responsible career opportunity where I can fully utilize my training, human resource and management skills, while making a significant contribution to the success of my employer.

### SKILLS

Highly motivated,  
organized, and  
dedicated customer.

### WORK EXPERIENCE

#### **Call Center Manager**

**ABC Corporation - April 2005 - December 2005**

##### *Responsibilities:*

- Monitored calls to improve quality that minimized errors and track operative performance.
- Coordinated staff recruitment, including writing vacancy advertisements and liaising with HR staff.
- Reviewed performance of staff, identifying training needs and planning training session.
- Forecasted and analyzed data against budget figures on a weekly and/or monthly.
- Insured optimal system performance of imaging locations/systems.
- Developed and delivered internal and external communications and reports.
- Coordinate the scheduled maintenance services at Alliance Imaging sites.

### LANGUAGES

English (Native)  
French (Professional)  
Spanish (Professional)

### INTERESTS

Climbing  
Snowboarding  
Cooking  
Reading

#### **Call Center Manager**

**QC SS Inc - 2004 - 2005**

##### *Responsibilities:*

- I am the Call Center Manager of the Monona, IA location
- I oversee the schedules for all of the Telephone Sales Representatives (TSRs) as well as their production
- I develop the campaigns they call from the script and rebuttals that they use to the hours needed on each campaign
- I monitor calls for ongoing coaching opportunities, also oversee our Quality Assurance dept
- Another aspect of my position is Client Services
- I work with the client from developing the project to any other opportunities we may find
- I develop scripts that the client approves also work on their list management (hours on the campaign, best dialing times etc).

### REFERENCES

Reference - 1 (Company Name)  
Reference - 2 (Company Name)

### Education

Bachelor of Science in Sociology - (Savannah State University)