

# Marlei Accettura

Call Center Team Leader

## Profile

Results-driven Call Center Team Leader with 2 years of experience in effectively managing and motivating teams to deliver exceptional customer service. Skilled in performance monitoring, process improvement, and employee coaching to consistently exceed performance metrics. Demonstrated expertise in resolving escalated customer issues, ensuring efficient call handling, and maintaining high levels of customer satisfaction. Excellent communication and interpersonal skills, with a proven ability to foster a positive and collaborative work environment.

## Employment History

### Call Center Team Leader at MontanaSky Call Center Services, MT

Feb 2023 - Present

- Achieved a 95% customer satisfaction rating, the highest in MontanaSky Call Center Services history, by implementing effective training programs and consistently monitoring team performance.
- Increased the first-call resolution rate by 30% within six months by streamlining processes, providing targeted coaching to agents, and fostering strong communication among team members.
- Successfully reduced average call handling time by 20% while maintaining high-quality service standards, resulting in improved efficiency and increased capacity to handle more customer inquiries.
- Led a team of 25 agents to exceed quarterly sales targets by 15%, generating an additional \$200,000 in revenue for MontanaSky Call Center Services through effective coaching, motivation, and performance management.

### Call Center Supervisor at Blackfoot Communications Call Center, MT

Jul 2021 - Jan 2023

- Implemented a new training program for call center agents, resulting in a 25% reduction in average call handling time and a 15% increase in customer satisfaction ratings within six months.
- Streamlined the call center's scheduling and workforce management processes, leading to a 20% decrease in employee turnover and a 10% improvement in overall team productivity.
- Successfully managed a team of 30 call center agents, achieving an 8% increase in sales conversions and a 12% reduction in average hold times over a one-year period.

## Education

### Associate of Applied Science in Business Administration with a focus on Customer Service Management at Flathead Valley Community College, Kalispell, MT

Sep 2017 - May 2021

Relevant Coursework: Customer Service Management, Business Communications, Principles of Marketing, Financial Accounting, Human Resources Management, Organizational Behavior, and Business Law.

## Details

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## Links

[linkedin.com/in/marleiaccettura](https://www.linkedin.com/in/marleiaccettura)

## Skills

Salesforce proficiency

Zendesk expertise

Avaya mastery

LiveChat fluency

Five9 adeptness

Genesys command

Cisco Finesse

## Languages

English

Hindi

## Hobbies

Photography

Gardening

Playing musical instruments