



## Taylor Foster

### Call Center Director

callcenterdirector@email.com • New York, NY

## Summary

Experienced Call Center Director with over 10 years of experience in managing large teams and exceeding performance metrics. Proven track record of improving customer satisfaction and reducing call wait times. Strong leadership and communication skills.

## Experience

### The Peace Center

Greenville, SC

#### Technical Director

Date period

Managed daily technical operation of 3 venues resulting in seamless execution of 80+ annual events

- Coordinated production of 10-12 weeks of touring Broadway shows and 60-70 single night performances annually
- Oversaw resident performing arts companies for 50-60 performances per year
- Implemented cost-saving measures resulting in a 15% decrease in production expenses

### ABC Inc.

Dallas, TX

#### Call Center Director

Date period

Led a team of 100+ call center agents to improve customer satisfaction by 20%

- Developed and implemented a training program resulting in a 25% decrease in call wait times
- Improved first call resolution rate by 15% through process improvements and staff training
- Implemented a quality assurance program resulting in a 10% increase in customer satisfaction scores

### XYZ Corp.

Chicago, IL

#### Customer Service Manager

Date period

Managed a team of 50 customer service representatives to improve retention rate by 15%

- Implemented a customer feedback program resulting in a 20% increase in customer satisfaction scores
- Developed and implemented a cross-training program resulting in a 30% reduction in training expenses
- Reduced average handling time by 10% through process improvements and staff training

## Strengths

### Team Management

Led a team of 50 agents to increase customer satisfaction by 25%

### Process Optimization

Developed and implemented a new call routing system resulting in 20% faster resolution times

### Training and Development

Created a comprehensive training program resulting in 30% reduction in agent turnover

## Education

### University of Illinois at Urbana-Champaign

Urbana, IL

#### Bachelor of Science in Business Administration

Date period