

# Leia Fisher



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## Summary

Proven call center manager with experience overseeing high-volume call centers. Excellent motivator who gets teams to perform to their potential. Experienced talent evaluator and hiring manager with employee retention rates 20% above the industry average.

## Education

### The Ohio State University

Columbus, OH

#### Bachelor of Science

(Business Administration)

## Skills

- Coaching and mentoring
- Analyzing performance data
- Setting vision and KPIs
- Hiring and training
- Communicating effectively
- Leading through change

## Achievements

### Certified Call Center Manager

Trained in quality assurance, cost management, and forecasting

## Experience

### Call Center Manager

Organa Electric | 2018 — 2023

- Managed 225 call center agents and eight supervisors
- Increased CSAT from 74% to 91% within first nine months while also reducing AHT by 21%
- Improved internal NPS by 25% and reduced employee turnover by 14% through improved communication and coaching

### Call Center Manager

Pilot Paper Company | 2017 — 2019

- Managed 100 call center agents and four supervisors
- Improved KPIs across the board: CSAT up 15%, AHT down 30%, FCR up 23%
- Coached team members: shared individual performance data, set goals, monitored calls, provided feedback

### Call Center Manager

Force Software | 2015 — 2017

- Managed 50 call center agents and two supervisors
- Reduced hold times by 30% and increased FCR by 27%
- Increased cross-sell revenue performance by 130% through coaching and regular KPI reviews