

First Last

Call Center Manager

WORK EXPERIENCE

Resume Worded, London, United Kingdom
Specializes in cloud computing and database management services

Call Center Manager08/2021 – Present

- Achieved a 46% increase in customer satisfaction within the first 72 days by initiating agent training programs and quality assurance processes.
- Reduced average call handling time by 15%, leading to an efficient call center operation and cost reduction.
- Increased customer satisfaction and reduced call volume, leading to a first call resolution rate of 51% YoY.
- Implemented a performance-based incentive program, which boosted agent productivity by 84% in the first year.

Polyhire, London, United Kingdom
Designs enterprise software to handle B2B business operations of SMEs

Team Leader10/2019 – 07/2021

- Mentored a 10-member team to consistently exceed monthly sales targets by an average of 11.7% in 2020 and 2021.
- Conducted regular performance assessments that improved the individual KPIs of 30+ team members.
- Achieved a 79% customer satisfaction rating through rigorous quality control measures and regular staff feedback sessions.
- Partnered with 10+ other teams to streamline processes, leading to a 66% increase in overall department efficiency.

Growthsi, London, United Kingdom & Barcelona, Spain
Education technology startup with 50+ employees and \$100m+ annual revenue

Call Center Supervisor06/2018 – 09/2019

- Supervised a team of call center agents, consistently achieving a team average of 270+ calls per hour.
- Slashed customer complaints by 44% through targeted coaching and 10+ quality control measures.
- Streamlined call center processes to reduce average call handling time by 85 seconds, improving the turnaround time.
- Reduced agent turnover by implementing 30+ engagement initiatives and career development opportunities.

PREVIOUS EXPERIENCE

Customer Service Representative, ABC Company, London, UK11/2017 – 05/2018
Guest Relation Officer, XYZ Company, New York, USA01/2016 – 10/2017
Call Center Sales (Internship), ABC, New York, USA07/2014 – 12/2015

CONTACT

- Haringey, United Kingdom
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SKILLS

- Hard Skills:*
- Workflow Optimization
 - Call Scripting
 - Network Administration
 - Active Listening
 - Change Management
 - Data Analysis
- Employee Management:*
- Conflict Resolution
 - Training
 - Performance Evaluation

- Tools and Software:*
- Salesforce,
 - VoIP & IVR
 - Hubspot
 - Zendesk
- Languages:*
- English (Native)
 - Romanian (Native)
 - Spanish (Conversational)

EDUCATION

University of New York
Bachelor of Science
Business Administration
New York City, New York
10/2011 - 06/2014

OTHER

- RW Experience Professionals Association - Member
- Certified Manager