VANESSA FORD

Call Center Supervisor

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My Life Philosophy

Every customer interaction is an opportunity to create a positive impression and build loyalty.

Summary

Experienced Call Center Supervisor with a proven track record of leading high-performing teams and delivering exceptional customer service. Skilled in optimizing call center processes, reducing customer complaints, and improving customer satisfaction. Expertise in training and developing agents, implementing call quality monitoring systems, and driving operational efficiency. Bachelor's Degree in Hospitality Management. Fluent in English and Spanish. Passionate about providing memorable guest experiences and dedicated to the success of the team and the organization.

Strengths

Leadership

Led a team of 15 call center agents, resulting in a 20% increase in customer satisfaction.

Problem-solving

Implemented a new call routing system, reducing waiting times by 50%.

Customer Service

Received multiple 'Employee of the Month' awards for providing exceptional service.

Experience

ABC Hospitality
New York, USA

Call Center Supervisor
2022 - Ongoing

Managed a team of 20 call center agents, overseeing daily operations and ensuring customer satisfaction.

- Implemented new training program resulting in 20% increase in agent productivity
- Developed and implemented call quality monitoring system resulting in 15% reduction in customer complaints
- Created and implemented customer feedback survey resulting in a 10% increase in overall customer satisfaction

XYZ Telecom
Los Angeles, USA

Customer Service Representative
2017 - 2022

Provided excellent customer service and addressed customer inquiries and complaints in a timely manner.

- Achieved highest customer satisfaction rating in the company for three consecutive quarters
- Assisted in implementing a new customer management system resulting in improved efficiency
- Managed a high volume of calls, consistently meeting or exceeding performance targets