



ELIZABETH COOPER

CALL CENTER MANAGER

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EDUCATION

Masters in Management

2012 - 2014

University of Boston

Bachelor of Arts

2008 - 2012

University of Boston

High School

2004 - 2008

St. Ann's High School, Boston

EXPERTISE

Microsoft Word

Microsoft Powerpoint

Microsoft Excel

Visual Basics

Database

Word Processing

OTHER SKILLS

Adaptable

Excellent organizational

Positive and Patient

Adobe CS

OBJECTIVE

I have been working in a business process outsourcing (BPO) industry for 10 years, with my most recent experience being a Call Center Manager at Seven Diamonds Corp. I possess valuable skills such as managerial that I believe make me best suited for the position of Call Center Manager because of my skills being mentioned below.

EXPERIENCE

Knoah Solutions, 2014 - Present

Call Center Manager

Monitoring and Controlling the routine activities in operations.

Conducting daily meetings with the assistant manager and discussing about their report statistics

PERSONAL SKILLS

Some of my interpersonal skills include the following:

1. I am a diligent and responsible worker.
2. I am able to work alongside others harmoniously.
3. I am an efficient team leader as well as an effective team player.
4. I am a great listener and speaker.

CERTIFICATION

Event Organizational

Call Center Six Sigma Certificate

RCCSP's

TP Organization

May 2015

July 2017

REFERENCE

Mr. Joe Lee

Mrs. Perry Grin

CEO / Owner

HR Manager

Knoah Solutions, Inc.

Knoah Solutions, Inc.

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