

Maxine Curry

Call Center Supervisor

AREAS OF EXPERTISE

Workflow management

Contacting people

Team meetings

Call monitoring

Cold calling

Conducting appraisals sessions

Customer service

PROFESSIONAL

Fluent French speaker

PERSONAL SKILLS

Hard working

Loyal

Persistent

Focused

CONTACT

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*Driving license: Yes
Nationality: British*

PERSONAL SUMMARY

A confident, outgoing and smart Call Center Supervisor who is calm by nature and has a good telephone manner. Maxine will always ensure that individuals and teams always meet a department's call handling targets. She has a genuine desire to achieve results, both personally and as part of a successful team. As a true professional she never shies away from responsibility and will always be at the heart of what is going on around her. She has a flexible approach towards coordinating, motivating and leading call centre staff. Right now she is looking for a fast paced, exciting role that will not keep her on her toes and keep her wanting more.

WORK EXPERIENCE

IT Company - Birmingham

CALL CENTER SUPERVISOR Jun 2013 – Present

Responsible for coordinating, motivating and leading a team of call centre staff.

Duties:

- Monitoring random calls to improve quality, minimise errors and track call centre staff performance.
- Creating team rotas to ensure the call centre is manned effectively during core hours.
- Making sure that all services and practical arrangements for the call centre such as cleaning times, waste collection and staff access are in place.
- Taking calls from members of the public.
- Working evenings, weekends and public holidays in order to meet service requirement.
- Receiving telephone bookings from members of the public.
- Keeping an accurate record of all call centre information and performance statistics.
- Undertaking remedial action to rectify any staff shortcomings.
- Managing customer relationship in pre-sales for an effective handover to post sales.
- Escalating issues to line managers when necessary.

Company name - Location

JOB TITLE Employment dates (i.e. Aug 2011 – Jun 2013)

KEY SKILLS AND COMPETENCIES

- Able to conduct tough conversations with under-performing staff.
- Logical thinker with superb creative problem-solving skills.
- Excellent organisational, planning and time management skills.
- Have previously worked in similar roles.
- Providing administrative support to staff across the Call Centre.
- Delivering best practise for the entire department.

ACADEMIC QUALIFICATIONS

Nuneaton University **2008 - 2011**
BSc (Hons) Business Administration

Coventry Central College **2005 - 2008**

A levels:

Maths (A) English (B) Technology (B) Science (C)

REFERENCES – Available on request.