

# Leialoha Rival

## Call Center

### Profile

### Employment History

### Education

#### Details

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(273) 780-0387

1234 Maple Street, Richmond, VA 23220

Dedicated Call Center professional with one year of experience in providing exceptional customer support and maintaining high customer satisfaction rates. Skilled at problem-solving, multitasking and adapting to fast-paced environments. Proficient in various CRM platforms, maintaining detailed call logs, and working effectively in a team-oriented setting. Committed to delivering a positive customer experience and fostering long-term relationships with clients.

#### Call Center Manager at Incepture, VA

Apr 2023 - Present

- Increased customer satisfaction rate by 25% within the first year of management by implementing new training programs and streamlining communication processes for a more efficient and effective customer support experience at Incepture, VA.
- Reduced average call handling time by 15% while maintaining high-quality support, resulting in an increase in overall operational efficiency and a decrease in customer wait times at the Incepture, VA call center.
- Boosted employee retention rate by 20% through the development and implementation of targeted employee engagement initiatives, resulting in a more motivated and committed workforce at the Incepture, VA call center.

#### Call Center Representative at Conduent, VA

Jul 2022 - Mar 2023

- Successfully resolved 95% of customer queries within the first call, resulting in a significant increase in customer satisfaction ratings for Conduent, VA.
- Exceeded personal targets by maintaining an average call handling time of under 4 minutes, contributing to improved efficiency and reduced wait times for customers.
- Consistently achieved a quality score of 98% or higher in monthly evaluations, demonstrating exceptional adherence to company policies and guidelines.
- Played a key role in increasing the team's overall performance by mentoring and training 10 new Call Center Representatives, leading to a 15% improvement in team metrics.

#### Associate of Applied Science in Call Center Management at Tidewater Community College, Norfolk, VA

Aug 2017 - May 2022

Relevant Coursework: Customer Service, Call Center Operations, Workforce Management, Quality Assurance, Sales Techniques, Business Communication, Conflict Resolution, Performance Metrics, and CRM Systems.