

Call Center

Experienced Call Center Manager with a track record of implementing successful customer service training programs and improving customer satisfaction scores by up to 25%. Skilled in analyzing customer feedback data and developing new policies and procedures that reduce complaints by up to 15%. Adept at managing teams of up to 20 representatives, providing coaching and feedback that increases productivity by up to 20%.

WORK EXPERIENCE

Call Center Customer Connect Solutions	03/2022 – Present
<ul style="list-style-type: none">Implemented a new customer service training program, resulting in a 25% increase in customer satisfaction scores and a 10% decrease in call handling time.Analyzed customer feedback data and identified key areas for improvement, leading to the development and implementation of new customer service policies and procedures that reduced customer complaints by 15%.Managed a team of 15 call center representatives, providing coaching and feedback that resulted in a 20% increase in team productivity and a 10% decrease in employee turnover.	
Call Center Manager Virtual Connect Solutions	03/2020 – 03/2022
<ul style="list-style-type: none">Developed and implemented a new customer feedback survey system, resulting in a 30% increase in response rates and a 15% increase in overall customer satisfaction scores.Managed a high-volume call center, consistently meeting or exceeding service level agreements and achieving a 95% customer satisfaction rating.Collaborated with cross-functional teams to identify and implement process improvements, resulting in a 20% increase in call resolution rates and a 10% decrease in average call handling time.	
Call Center Representative TeleLink Solutions	03/2019 – 03/2020
<ul style="list-style-type: none">Implemented a new customer relationship management (CRM) system, resulting in a 20% increase in customer retention rates and a 15% increase in upsell opportunities.Analyzed call center metrics and identified areas for improvement, leading to the development and implementation of new call center processes that reduced call abandonment rates by 25%.Managed a team of 20 call center representatives, providing ongoing coaching and feedback that resulted in a 15% increase in team productivity and a 10% decrease in employee turnover.	