

VINCENT GIASSON

CALL CENTER SUPERVISOR

CONTACT

v.giasson@email.com 
(123) 456-7890 
Atlanta, GA 
[LinkedIn](#) 

EDUCATION

Associate of Arts
Communication
Atlanta Metropolitan
College
2009 - 2011
Atlanta, GA

SKILLS

Collaboration
Verbal Communication
Conflict Resolution
Voicent Software
Google Workspace
Critical Thinking
Time Management

WORK EXPERIENCE

Call Center Supervisor

SQULPT

2019 - current / Atlanta, GA

- Generated day-to-day operational plans based on monthly targets, **improving workflow efficiency by 33%**
- Supervised and mentored 22 full-time employees
- Conducted performance reviews and implemented sales incentives, **increasing sales by 19%**
- Established break schedule to reduce fatigue, improving staff satisfaction by 41% and work quality by 24%
- Handled customer disputes by implementing stress management techniques, decreasing time-to-resolve by 37% and increasing customer satisfaction by 14%

Call Center Manager

Simply Business

2015 - 2019 / Atlanta, GA

- Managed and coached a **team of 25+ representatives**
- Evaluated employee performance using phone reporting systems, call recordings, and customer sign-up rates
- Attended 148 hours of training** on management strategy, implementing techniques to increase staff retention by 39%
- Awarded Regional Employee of the Month in 2018 for identifying performance metrics and implementing new sales targets, improving representative sales by 21%

Call Center Representative

AmeriSave

2011 - 2015 / Atlanta, GA

- Created training booklets to standardize responses and service recommendations based on customer inquiries, **increasing efficiency by 32%** and increasing customer satisfaction by 7%
- Developed product lists with key product information, reducing training time by 21 hours and **saving \$3.4K a year**
- Maintained a friendly, encouraging attitude during all calls, increasing customer satisfaction by 19%
- Answered 9 calls per hour on average, outpacing target call rates by 17% and increasing ROI by 4%
- Designed hiring campaigns utilizing social media sites to hire 27 associates, decreasing hiring costs by 84%