

Robert Smith

Call Center Analyst

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SUMMARY

Call Center Analyst, responsible for Resolving problems by clarifying issues; researching and exploring answers and alternative solutions; and implementing solutions; and escalating unresolved problems.

SKILLS

Creative Skills, Analytical Skills, Managing Skills, Customer Service.

WORK EXPERIENCE

Call Center Analyst

ABC Corporation - June 2007 - June 2007

- Supervised daily call center activities in a 500 employee call center.
- Monitored call center metrics and phone activities in real-time.
- Managed employee work assignments which included short-term and long staffing and overtime decisions based on real-time and long-term call trends.
- Fully automated departmental reports for interoffice communication via email.
- Designed automation rules in the company's new Aspect WFM Scheduling system.
- Created forecast reports, executive summary reports, call center statistics reports that assist in the planning for daily, weekly, and monthly call center management strategy.
- Ensured that all Collection and Customer Service systems are working properly.

Call Center Analyst

Delta Corporation - 2002 - 2007

- Provided reporting to upper management on previous day performance metrics, detailing service levels, average handle time, forecasted call volume,
- Directed the workflow of the Customer Service and Sales area in a (24/7) call center operation.
- Implemented procedures for time off and schedule selection process by working with management staff to streamline processes into one centralized area.
- Resolved Dell customer computer hardware/software issues to ensure satisfaction.
- Generated a high rate of repeat and referral business by providing exceptional service.
- Devised and implemented troubleshooting strategies for business customers with complex and time-sensitive issues.
- Facilitated resolution of complicated end-user desktop and networking troubleshooting scenarios, supporting a team of 30 fellow call center analysts.

EDUCATION

GED