

# Charlotte May

## Experienced Call Center Manager

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### Summary

A results-driven Call Center Manager with over 7 years of experience in managing and leading teams to achieve their goals. Expertise in training, hiring, and retaining employees while ensuring world-class customer service. Skilled in streamlining processes to improve efficiency and effectiveness.

### Experience

**Groundworks** Los Angeles, CA  
**Call Center Manager** Ongoing

Managed and oversaw Appointment Center Agents resulting in improved efficiency and effectiveness

- Managed a team of 20 Appointment Center Agents and ensured they met their monthly goals resulting in a 30% increase in sales
- Completed quality reviews and scorecard assessments for agents on a monthly basis resulting in a 25% improvement in customer satisfaction
- Coached, trained, evaluated, and monitored Appointment Center agent performance resulting in a 20% decrease in customer complaints

**ABC Company** New York, NY  
**Call Center Supervisor** Date period

Supervised a team of 15 agents to achieve their goals resulting in a positive culture

- Supervised a team of 15 agents to ensure they met their goals resulting in a 15% increase in sales
- Developed and implemented training programs resulting in a 20% improvement in customer satisfaction
- Monitored agent performance and provided feedback resulting in a 10% decrease in absenteeism

**XYZ Corporation** San Francisco, CA  
**Call Center Team Lead** Date period

Led a team of 10 agents and provided world-class customer service resulting in a high level of customer satisfaction

- Led a team of 10 agents to achieve their goals resulting in a 25% increase in sales
- Provided world-class customer service resulting in a 95% customer satisfaction rate
- Coached and trained team members resulting in a 15% improvement in first call resolution

### Strengths

#### ★ Team Building

Led a team of 15 agents to exceed sales goals by 20% through effective communication and coaching

#### Process Improvement

Reduced call wait times by 50% and increased customer satisfaction scores by 15% through streamlining processes

#### Performance Management

Developed and implemented performance improvement plans resulting in a 25% increase in agent productivity

### Education

**University of California, Los Angeles** Los Angeles, CA  
**Bachelor of Arts in Communication** Date period

### Languages

**English** Native

**Spanish** Proficient