

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 ●●●●●