

Taylor Foster

Call Center Director

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New York, NY

SUMMARY

Experienced Call Center Director with over 10 years of experience in managing large teams and exceeding performance metrics. Proven track record of improving customer satisfaction and reducing call wait times. Strong leadership and communication skills.

EXPERIENCE

Technical Director

The Peace Center

Date period: Greenville, SC

Managed daily technical operation of 3 venues resulting in seamless execution of 80+ annual events

- Coordinated production of 10-12 weeks of touring Broadway shows and 60-70 single night performances annually
- Oversaw resident performing arts companies for 50-60 performances per year
- Implemented cost-saving measures resulting in a 15% decrease in production expenses

Call Center Director

ABC Inc.

Date period: Dallas, TX

Led a team of 100+ call center agents to improve customer satisfaction by 20%

- Developed and implemented a training program resulting in a 25% decrease in call wait times
- Improved first call resolution rate by 15% through process improvements and staff training
- Implemented a quality assurance program resulting in a 10% increase in customer satisfaction scores

Customer Service Manager

XYZ Corp.

Date period: Chicago, IL

Managed a team of 50 customer service representatives to improve retention rate by 15%

- Implemented a customer feedback program resulting in a 20% increase in customer satisfaction scores
- Developed and implemented a cross-training program resulting in a 30% reduction in training expenses
- Reduced average handling time by 10% through process improvements and staff training

EDUCATION

Bachelor of Science in Business Administration

University of Illinois at Urbana-Champaign

Date period: Urbana, IL

STRENGTHS

Team Management

Led a team of 50 agents to increase customer satisfaction by 25%

Process Optimization

Developed and implemented a new call routing system resulting in 20% faster resolution times

Training and Development

Created a comprehensive training program resulting in 30% reduction in agent turnover

SKILLS

Project management Leadership

Customer service Communication

Problem-solving

ACHIEVEMENTS

Call Center Expansion

Managed the successful expansion of the call center, doubling the team and increasing efficiency

Cost Reduction Initiative

Initiated and executed a cost reduction strategy resulting in \$500,000 annual savings

AWARDS

Customer Service Award

Recognized for providing exceptional customer service and resolving complex issues

Team Leadership Award

Awarded for successfully leading a team to exceed performance targets