

Leialoha Rival

Call Center

Details

leialoha.rival@gmail.com

(273) 780-0387

1234 Maple Street, Richmond, VA 23220

Profile

Dedicated Call Center professional with one year of experience in providing exceptional customer support and maintaining high customer satisfaction rates. Skilled at problem-solving, multitasking and adapting to fast-paced environments. Proficient in various CRM platforms, maintaining detailed call logs, and working effectively in a team-oriented setting. Committed to delivering a positive customer experience and fostering long-term relationships with clients.

Employment History

Call Center Manager at Inception, VA

Apr 2023 - Present

- Increased customer satisfaction rate by 25% within the first year of management by implementing new training programs and streamlining communication processes for a more efficient and effective customer support experience at Inception, VA.
- Reduced average call handling time by 15% while maintaining high-quality support, resulting in an increase in overall operational efficiency and a decrease in customer wait times at the Inception, VA call center.
- Boosted employee retention rate by 20% through the development and implementation of targeted employee engagement initiatives, resulting in a more motivated and committed workforce at the Inception, VA call center.

Call Center Representative at Conduent, VA

Jul 2022 - Mar 2023

- Successfully resolved 95% of customer queries within the first call, resulting in a significant increase in customer satisfaction ratings for Conduent, VA.
- Exceeded personal targets by maintaining an average call handling time of under 4 minutes, contributing to improved efficiency and reduced wait times for customers.
- Consistently achieved a quality score of 98% or higher in monthly evaluations, demonstrating exceptional adherence to company policies and guidelines.
- Played a key role in increasing the team's overall performance by mentoring and training 10 new Call Center Representatives, leading to a 15% improvement in team metrics.

Education

Associate of Applied Science in Call Center Management at Tidewater Community College, Norfolk, VA

Aug 2017 - May 2022

Relevant Coursework: Customer Service, Call Center Operations, Workforce Management, Quality Assurance, Sales Techniques, Business Communication, Conflict Resolution, Performance Metrics, and CRM Systems.