

EXPERIENCE

CALL CENTER SALES MANAGER

New York, NY

10/2014 – present

- Coach supervisors and employees and provide feedback including development of performance improvement plans and disciplinary notices
- Manage the overall direction, development, and performance of the department
- Analyze results and trends to develop individualized coaching plans to improve performance
- Coach and develop management level professionals in order to achieve optimal performance
- Manage supervisor's sales team performance, sales metrics, time management, attendance, and policy compliance
- Manage the performance and operations of a high performance sales team
- Lead the reward and recognition programs for the team, and develop and formally counsel employee performance and conduct

FAIR-CALL CENTER SALES / SERVICE AGENTS

Boston, MA

12/2011 – 08/2014

- Participate in on-going training, coaching and development programs / classes
- Provide exceptional customer service and professionalism to our customers each and every day
- Continuously improve quality of service as well product knowledge
- Provide customers with the highest levels of service, professionalism and courtesy
- Meet periodically with peers and supervisors regarding sales performance goals and metrics
- Bilingual is a plus
- Use computer systems to obtain and relay information such as price, location and size

CALL CENTER SALES SUPERVISOR

Boston, MA

09/2007 – 09/2011

- Coach employees and provide feedback including development of performance improvement plans and disciplinary notices
- Manage agent's sales performance, sales metrics, time management, attendance, and policy compliance
- Provide regular feedback, identify coaching opportunities and manage the team's progress
- Manage a team of 18 - 22 Consultants and unionized workforce
- Manage a team of 15 – 25 consultants/unionized workforce
- Analyze call center metrics to develop individual performance action plans
- Develop and train sales agents on various telephone sales techniques and sales behavior to drive maximum performance

EDUCATION

THE UNIVERSITY OF ALABAMA

Bachelor's Degree in Administration

SKILLS

- Ability to supervise workflow with focus on quality results
- Ability to delegate in a positive style with thorough follow up skills
- Detail-orientation with efficient focus on work activities
- Ability to work independently
- Ability to handle faster-than-average pace of activities
- Positive, team-building skills
- Persuasive, selling communication skills
- Prior management experience
- Experience with phone/internet lead solicitation sales