ELIZABETH COOPER

CALL CENTER MANAGER

8100 234 5678 / 123-4567

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EDUCATION

EXPERTISE

OTHER SKILLS

REFERENCE

CERTIFICATION

PERSONAL SKILLS

EXPERIENCE

OBJECTIVE

Maters in Management

2012 - 2014

University of Boston

Bachelor of Arts

2008 - 2012

University of Boston

High School

2004 - 2008

St.ann’s High School, Boston

Microsoft Word

Microsoft Powerpoint

Microsoft Excel

Visual Basics

Database

Word Processing

Adaptable

Excellent organizational

Positive and Patient

Adobe CS

I have been working in a business process outsourcing (BPO) industry for 10 years, with my most recent experience being a Call Center Manager at Seven Diamonds Corp. I possess valuable skills such as managerial that I believe make me best suited for the position of Call Center Manager because of my skills being mentioned below.

Knoah Solutions, 2014 - Present

Call Center Manager

Monitoring and Controling the routine activities in operations.

Conducting daily meetings with the assistant manager and disussing

about their report statistics

Some of my interpersonal skills include the following:

1. I am a diligent and responsible worker.

2. I am able to work alongside others harmoniously.

3. I am an eﬃcient team leader as well as an eﬀective team player.

4. I am a great listener and speaker.

Event Organizational

Call Center Six Sigma Certificate

RCCSP’s

May 2015

July 2017

TP Organization

CEO / Owner

Knoah Solutions, Inc.

joelee@email.com

perrygrin@email.com

Knoah Solutions, Inc.

HR Manager