

# ROBERT SMITH

## Software Team Manager

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### SUMMARY

Motivated Customer Service professional dedicated to customer satisfaction. Consistently aims to exceed expectations with a true desire to satisfy the requirements of others in a fast paced environment.

### SKILLS

Call Center, Call Center Management, Microsoft Word And Excel, As400.

### WORK EXPERIENCE

#### Software Team Manager

ABC Corporation - June 2004 – May 2009

- Investigated and resolved customer inquiries and complaints in an empathetic manner.
- Adhered to all confidentiality requirements at all times.
- Met all Network guidelines including service levels, handle time and productivity.
- Interviewed, hired and trained new associates for all departments.
- Cross-trained and provided back up other customer service managers.
- Assumed ownership over team productivity and managed work flow to meet or exceed quality service goals.
- Scheduled staff shifts to cover peaks and lulls in customer inquiries.

#### Team Manager

ABC Corporation - 2001 – 2004

- Managed and supervised cash applications processing within multiple A/R databases, including Bank NSF's, Bank Adjustments, Bank Wires, and Payment Research (check, credit card, ACH, and EDI).
- Supervised Intercompany Payment Transfers between several A/R databases and ADT sister companies, which included reconciliation of these items for our corporate Finance Department.
- Managed a specialized group, which handled customer escalations via correspondence, email, phone and our legal department.
- Managed 20 employees and was responsible for interviewing, hiring, training, performance evaluations, disciplinary actions, and payroll.
- Conducted bi-weekly team meetings to provide feedback related to quality assurance, productivity, schedule adherence and department objectives.
- Worked directly with Project Managers, the IT department and account service personnel on development, testing, and implementation of Account Management Service Center and company projects.
- Assisted the Management Team with daily department operations as well as recommending productivity and quality metrics for enhancement to ensure our Service Level Goals are met..

## SCHOLASTICS

- Cosmetology - 2011(Continental School of Beauty)