

Robert Smith

Service Team Manager

PERSONAL STATEMENT

After many years of developing and maneuvering through many positions throughout customer service, I have spent the last two years focusing on my family. I am ready to enter to workforce again with a team oriented company that can allow me the opportunity to refine and enhance my skills, as well as continue to learn and develop.

WORK EXPERIENCE

Service Team Manager

ABC Corporation - 1998 - 2001

Responsibilities:

- Provided direct supervision and development to 16 full-time CSRs in the Specialty Department.
- Managed multiple projects, tasks, and activities; allocated time across various responsibilities and prioritized issues quickly to respond to critical priorities in an organized and planned manner.
- Included monitoring, mentoring, monthly quality audit and supporting the staff in all aspects of daily operations.
- Responded to escalated customer inquiries resolving issues in a timely manner.
- Reviewed and provided written response to monthly Specialty Department Audits.
- Responsible for meeting directly with an audit to review response and discuss discrepancies.
- Specialty Department leads in developing automated Consumer Credit Counseling (CCC) system.

Team Manager

ABC Corporation - 1993 - 1998

Responsibilities:

- 65807 Managed a team of account specialist, who assisted customers with complex problems or questions.
- Including, but not limiting to fees, disputes and fraud.
- Managed specialist to meet & exceed performance.
- Provide feedback to specialist on correct processes, policies and compliance.
- Conduct performance reviews, and compensation discussions.
- Facilitated meetings to employees, as well as peers.
- Scheduled, organized and facilitation of training to employees as well as peers.

Education

Pharmacy Technician - (Dawn Career Institute - Wilmington, DE)

CONTACT DETAILS

1737 Marshville Road,
Alabama
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SKILLS

Microsoft office.

LANGUAGES

English (Native)
French (Professional)
Spanish (Professional)

INTERESTS

Climbing
Snowboarding
Cooking
Reading

REFERENCES

Reference - 1 (Company Name)
Reference - 2 (Company Name)