

Team Manager

ROBERT SMITH

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Objective

Professional experienced working in fast paced environments demanding strong organizational, technical, and interpersonal skills. Highly trust worthy, ethical, and discreet; committed to superior customer service relations. Confident and poised in interactions with individuals at all levels. Detail oriented and resourceful in completing projects; able to multi task effectively.

Skills

Dedicated and proven professional with expertise in office administration, sales, records management and budgeting. Outstanding communication skills both written and oral. Strong work ethic. Driven on organizational mission and vision. Flexible to adapt to any environment and conditions.

Work Experience

Team Manager

ABC Corporation - 1997 - 2000

- Proactively coached and developed associates to unleash their full potential in delivering exceptional customer service.
- Secured numerous company recognitions for achieving the highest customer delight scores among five other teams.
- Actively managed incoming calls in multiple queues, ensuring service levels were met.
- Expertise in resolving escalated customer service issues.
- Enhanced associate performance through daily mentoring, one-on-one discussions and motivational strategies.
- Monitored incoming calls and provided immediate feedback to associates to improve quality of service.
- Completed Team Performance Development Plans annually.

Team Manager

Intelliteach - 1996 - 1997

- Manage personal work time on a tight schedule to complete all tasks planned and those required by the changing situation Update information and knowledge base for analysts objectively and quickly Address client concerns and issues updated weekly during.
- Maintained a professional and friendly working dialog with coworkers, supervisors, and clients Developed long term working relations with clients through friendly customer service and firm knowledge of the software Reacting quickly to outage and crisis situations by communicating with supervisors and coworkers to resolve the source issue quickly.
- Worked daily with use and configuration of client side Cisco VNC, Cisco VPN, Proxy Master, Windows RDP, LogMeIn, GoToAssist and daily configuration of Proxy Master Admin Gateway and client application.
- Issued RSA token Hard/Soft and assisted with their use via an RSA Admin Console Executed client support of Citrix applications, installation, and administrative console support Training users and coworkers with ADP, Carpe Diem, Elite Webview, CMS, and.

- Assisting users with saving, searching and changing security rights within HummingBird, Filesite, and Desksite document management server user interface.
- Installation, updating, and configuration of Windows XP for Active Directory users via a thin client Installation, updating, and configuration of Windows 7 for Active Directory users via a thin client Instructing users on the function, operation, and black/whitelisting of third party spam filters i.e.
- Mimecase, Postini, VMware Deployment and security of group policy and remote access restrictions via Forefront, Symantc Antivirus, Trend Micro Office Scan, and Malware Bytes.

Education

Economics - (San Diego State University - San Diego, CA)