

ROBERT SMITH

Process Support Team Manager

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SUMMARY

Customer service professional worked with a Fortune 500 retention inbound call center. Utilized in-depth knowledge of benefit products and programs. Versatile background includes training, supervision and utilizing compliance techniques. Investigate and respond in a timely manner to a high volume of incoming calls. Confident working with all levels of management and outside customers. Process customer requests and changes according to statutory requirements.

CORE COMPETENCIES

Microsoft Office, 10-key Calculator, Inventory, Invoice Entry.

PROFESSIONAL EXPERIENCE

Process Support Team Manager

Sutherland Global Industries - September 2013 – 2019

Key Deliverables:

- Training new agents on fundamentals of the job, rules and regulations before moving to production.
- Coach agents on statistics and provide feedback to make goal.
- Monitor my KPI daily to stay on track with monthly goals.
- Analyze and measure agents work performance and take appropriate action either disciplinary or recognition based on work performance.
- Create improvement plans to change overall work performance as needed.
- Providing excellent customer service to our customers while solving their issues.
- Reviewing billing information, giving explanation, solving issues and selling TV, Internet, and wireless products.

Team Manager

ABC Corporation - 2008 – 2013

Key Deliverables:

- Managing and directing a staff of approximately 15-18 Customer Service Advisors.
- Motivating and educating staff to deliver on departmental customer satisfaction results and performance goals.
- Developing strategies and processes for interacting with customers to improve their experience.
- Participating in the development and enhancement of general processes and/or coaching procedures that will support company service and revenue generation goals.
- Interacting with internal departments to ensure the customers and employees needs are met.
- Developing, supporting and mentoring team members through the use of call monitors, team huddles, and monthly employee development plans, ensuring the feedback provided

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through these tools is accurate, complete, professional, timely, and provides the feedback and guidance necessary to ensure team members meet their goals.

- Recognizing, rewarding, and celebrating the successes and accomplishments of team members through the appropriate channels; and successfully fielding and finding resolution to customer escalations..

EDUCATION

- some college courses completed in Business Management - (University of Louisiana at Lafayette - Lafayette, LA)