

Robert Smith

Sales Team Manager

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SUMMARY

Project Management Operations management Cross-functional team management Results-oriented Client-focused Work flow planning Schedule management Deadline-oriented Problem resolution Managing multiple priorities Process improvement strategies P&L management Microsoft Office Suite.

SKILLS

Technology research, team management, Knowledge database administration, citrix CMC, Windows 7, cisco VOIP systems, RSA administration, VPN troubleshooting, CRM ticketing systems, leadership, time management.

WORK EXPERIENCE

Sales Team Manager

ABC Corporation - 1997 - 2000

- Managed staff of service professionals in an inbound/outbound voice and data call center.
- Provided direction to staff according to established policies and management guidelines.
- Ensured team productivity met or exceeded service and quality standards.
- Identified and resolved service related issues.
- Provided assistance to Human Resource organization in recruiting efforts.
- Reviewed candidate resumes, scheduled and interviewed potential new hires.
- Developed and delivered new hire transition training and quality assurance programs which resulted in an increased in new- hire retention by 80%.

Team Manager

ABC Corporation - 1995 - 1997

- 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..

EDUCATION

Bachelor of Science in Business Administration - (Regis University - Denver, CO)