

# ROBERT SMITH

## Insurance Team Manager

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### SUMMARY

Caring, critical thinker, outgoing and clearly dedicated individual who has the ambition to succeed. Learn and invite a challenge regardless of the situation. I get along with others, I am a team player and I can also work efficiently on my own. I am seeking a position where I can develop and excel while giving my best to my employer.

### CORE COMPETENCIES

95 WPM, Microsoft Office, Critical Thinking, Public Speaking, Customer Service.

### PROFESSIONAL EXPERIENCE

#### Insurance Team Manager

**ABC Corporation - June 2009 – November 2011**

##### Key Deliverables:

- Directly responsible for day to day operations, customer care quality, productivity and the work environment over 25 employees.
- Ensure teams are actively expanding customer relationships and meeting sales goals by Up / Cross Selling products and services.
- Indirectly manage all call center agents and work with peer Team Managers to provide leadership and direction in carrying out the site goals and vision.
- Created individual developmental plans to improve behavior based performance, motivated employees to meet high level goals with educating on how to provide world class customer service.
- Designed and led continuous education programs as well as entry level training into Retention Department.
- Reporting the Daily/Weekly and Monthly Forecast.
- Assisting human resources in interviewing qualified applicants.

#### Team Manager

**ABC Corporation - 2008 – 2009**

##### Key Deliverables:

- Supervised 15-25 Local Number Portability and Prepaid Project representatives directly and with another 40-60 indirectly.
- Evaluated weekly, monthly and annual performance assessments.
- Coached and trained representatives in the methods and procedures of handling calls and various systems.
- Took over escalated calls from representatives as necessary.
- Worked with quality personnel to ensure a proper level of call quality per client standards.

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- Worked with internal operations support center to ensure proper levels of staffing were achieved and service levels were met, including, but not limited to, staffing management through utilization of IEX and Canvas software packages.
- Prepared coaching strategies based on statistical and program data to assist and motivate representatives to meet all key performance indicators as set forth by the client..

### EDUCATION

Business Management - June 1998(Commercial College in Iserlohn)

