

Objective

Seeking an opportunity to my leadership skills where I will be able to use my customer service background and current skill sets to help groom future representatives and continue to learn.

Skills

Six Sigma Lean Process Manager.

Work Experience

Team Manager III

ABC Corporation - October 2012 – January 2014

- Provide and Demonstrate product knowledge of consumer electronics.
- Create and follow established guidelines, service procedures and quality analysis.
- Demonstrate strong communication skills and the ability to develop and maintain strong customer-focused relationships.
- Assist and support agents with ECR policies.
- Support multiple job duties to achieve all KPIs that are set in place to achieve by our client and Alorica.
- Communicating product and service updates to client.
- Establish direct communication channel (Reporting, Goal Settings and Time Management).

TEAM MANAGER

ABC Corporation - 2009 – 2012

- Managed daily operations for order selecting of 22 employees.
- Responsible to meet and exceed daily metrics for my order fill department.
- Over saw daily safety, quality, and production goals for engineered standards of the area.
- Utilized "lean" techniques to operate department above daily metric goals.
- Trained employees to operate and problem solve using Red Prairie WMS system.
- Daily communicated with the Union president, and area stewards to address employee/company issues and concerns.
- Daily assisted peers and other departments with manpower and support from my department to meet overall company production goals..

Education

- 2010(Atlanta Technical Institute - Atlanta, GA)