

ROBERT SMITH

Credit Team manager

info@qwikresume.com | <https://Qwikresume.com>

Astute, results-oriented, bi-lingual, innovative, U.S. citizen and experienced manager seeks suitable position that welcomes a seasoned professional with an exceptional ability to work under high pressure and in a multi-tasking environment. Professional carrier reflects over 30-plus years of entry-level to management experience in various disciplines including airline, customer service, H.R. including payroll and call center set-ups, operations and workforce management.

FEBRUARY 2009 - FEBRUARY 2012

CREDIT TEAM MANAGER - ABC CORPORATION

- Met and exceeded our team contract production and performance metrics.
- Met and exceeded client and Sykes quality standards.
- Build and maintain a skilled, successful, motivated team of support representatives.
- Drive account financials through team utilization, optimal staffing levels, and schedule adherence.
- Analyze individual, team and program/account performance on a regular basis.
- Performance root causes analysis and develops corrective action plans.
- Communications, including telephone, email, letter, fax, personal, group meetings, presentations, and site visits.

2007 - 2009

TEAM MANAGER - ABC CORPORATION

- Supervise between 10-30 customer service technical advisors.
- Develop individual and team coaching plans and ensure each individual receives regular coaching specific to their needs.
- ADP payroll administration Provide leadership, guidance and direction to team members Responsible to ensure each CSR is in line with KPIs.
- Interview, hire and terminate employees.
- Manage performance issues and implement improvement plans to manage on-going declining performance.
- Assist the team with call handling when required.
- Listen to phone calls to ensure proper customer service is being maintained..

EDUCATION

SKILLS

Extensive IBM Informix-based SQL experience querying.