# CHELSEA BUSH

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**PROFESSIONAL SUMMARY**

Fully bilingual (written and oral) with more than 9 years of professional customer service, leadership and data analysis experience as well as a successful track record of building and maintaining productive teams. I am looking to find a challenging position within a dynamic organization where I will be able to continue to develop my skills.



**KEY SKILLS AND COMPETENCIES**



# EXPERIENCE

**OMsignal – Customer Care & PR Manager January 14 – Present**

Montreal, Quebec

* Ensure customer satisfaction with our service as the single point of contact to customers from across the globe via telephone, email, social media and online support center
* Creation of email templates, updating website support center, return policy creation
* Analyze and report customer trends to company directors on a weekly basis, ensuring all potential issues are caught in time
* Establish overall process improvements and policies for Customer Care department
* Analyze Ralph Lauren Polo Tech Customer Care requirements and prepare presentations on OM Customer Care standards for OM/Polo Tech launch

**Tungsten Revenue Consultants – Customer Service Manager June 14 – Dec 14**

Montreal, Quebec

* Managed a team of six escalations agents and one team leader, including monitoring daily and weekly stats ensuring that service level agreements are met
* Dealt with escalated customer service issues, tracked agent performance week over week, and worked with other company stakeholders ensuring the customer-related needs of the company were met
* Prepared call stats and occupancy reports for stakeholders
* Monitor the quality and compliance of sales, track the quality level of customer service calls, monitor the coaching and training of agents, and oversee the weekly calibration calls between the company and the sales teams
* Prepare payroll report bi-weekly
* Complete and provide performance reviews for agents
* Handle Better Business Bureau and Attorney General complaints

**HGS (Maple Leaf Foods Account) - CSR/Lead Operator July 06 – June 14**

Montreal, Quebec

* Analyze agent trends and recommend coaching and/or training plans where necessary
* Analyze call volume to monitor performance and productivity
* Oversee employees ensuring data integrity goals are consistently met, ensuring 5% error rate
* Research, provide solutions and respond using a number of tools to facilitate case management for agents, reducing the number of escalations to the client by 80%
* Assist CSRs with call handling techniques, product/process questions, and escalate consumer issues as well as handling of difficult supervisor calls while remaining calm, courteous and respectful at all times
* Ensure that 100% of escalated cases are managed within an hour of reception
* Assist management with miscellaneous projects and administrative functions as required - e.g. helping with training and creating presentations
* Transmit Quality Assurance results to volatile consumers, calmly and courteously, minimizing claims by 90%
* Analyze consumer trends, report concerns to client to ensure potential problems are caught in time
* Daily proofing: editing outgoing e-mails and letters to ensure accuracy before reaching consumers
* Engage with consumers via multiple social media outlets, providing an authentic and humanizing voice for the company

**Education**

**Riverdale High School/High School of Montreal**

High School Diploma

Montreal, Quebec

**Software Skills**

* MS Office: Outlook, Excel, PowerPoint, Word
* Desk (Salesforce)
* ePowerCenter
* Lotus Notes
* Astute SRM

**Volunteer Work**

**Starlight Foundation**

Gift wrapping

**Awards and Recognition**

* Employee of the Month (HGS)
* Shark Tank presentation winner (HGS)
* Social Media Award - Delivering Winning Results (HGS)
* Exemplary Performance and Commitment to Making the Team Successful Award (HGS)
* Peer Bonus Award (Tungsten Revenue Consultants)

***References available upon request***