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| **Aaron M. Barchet**  9417 Barcroft Ln, Apt A  Indianapolis, IN 46240  812-204-7187  aaron.barchet@gmail.com | | |
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| **Summary of Experience** | | |
| Dedicated, professional team member with extensive knowledge of customer service and team management. | | |
| **Professional History** | | |
| 2015-2017 | Stericycle Communications  Assistant Supervisor Account Development/On Call | Indianapolis, IN |
| * Participated in Agile-based development project including sprints, daily scrums, and testing * Had as many as 28 direct reports for call centers in the U.S, Canada and Puerto Rico * Represented my department as a subject matter expert in the companywide project to create our own call taking software * Monitored and approved payroll * Created team schedules to fit business need * Maintained staff by interviewing, hiring, educating, reprimanding, and firing of team members * Created and ran reports for monitoring team member performance metrics * Contributed to the team effort by stepping in and assisting team members with their daily tasks  |  |  |  | | --- | --- | --- | | 2014-2015 | Stericycle Communications  Customer Services Account Manager | Indianapolis, IN | | * Built and maintained positive, professional relationships with clients daily * Researched any questions or concerns clients had on their accounts * Designed and updated account scripting to best fit clients’ needs * Served as backup for Indianapolis (Startel system), Bloomington (IS system), and assisted St. Louis (Startel system) Account Managers * Possessed an understanding of a wide range of accounts on multiple call center systems * Participated in Agile-based development project including sprints, daily scrums, and testing | | | | | |
| 2013 - 2014 | Stericycle Communications | Indianapolis, IN |
| On Call Specialist-Bloomington Accounts   * Collected on call coverage information from clients * Organized, tracked, and programmed on call information on Startel and IS systems * Ensured correct data and protocol were used on all accounts * Served as backup for Indianapolis (Startel) and New York All Voice (IS) On Call Specialists * Displayed excellent computer skills | | |
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| 2012 – 2013 Stericycle Communications Indianapolis, IN  Customer Service Expert   * Frequently stood in as Team Leader/Shift Supervisor (tended to client issues, monitored service levels, ran shift reports) * Collected and programmed on call information * Took and dispatched calls on all accounts * Displayed excellent overall computer skills * Upheld exceptional attendance record | | |
| 2009 – 2012 | American Inbound (Currently Stericycle Communications Bloomington Office) | Evansville, IN |
| Customer Service Expert   * Took and dispatched calls in Startel and IS systems * Frequently stood in as Team Leader (tended to client issues, monitored service levels, ran shift reports) * Collected and programmed on call information  |  |  |  | | --- | --- | --- | | 2009 - 2010 | Bed Bath and Beyond | Evansville, IN | | Sales Floor Associate   * Helped customers locate items and answered general questions * Cleaned and stocked store at the end of each shift * Ran cash register | | | | | |
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| 2007 - 2009 | F.J Reitz/Mater Dei Soccer Club  Head Coach of Cub Team | Evansville, IN |
| * Displayed excellent leadership and communication skills * Supervised 20-30 individuals * Taught skills and tactics to individuals of varying educational levels | | |

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| 2007 - 2008 | | Corpus Christi Catholic School | Evansville, IN |
| Full-Time Substitute Teacher   * Oversaw 15-30 individuals * Displayed excellent and communication and supervisory skills * Quickly processed and taught various subject matters | | | |
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| 2004-2007 | American Inbound (Currently Stericycle Communications Bloomington Office)  Operator/Assistant Team Leader/Remote Operator | | Bloomington, IN |
| * Took and dispatched complex calls * Supervised call center shifts * Tended to client complaints * Ran shift reports * Monitored service levels * Performed QA’s | | | |
| **References** | | | |
| References are available upon request | | | |