

# JESSICA CLAIRE

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## Career Overview

Qualified Customer Service Manager offering a record of successful job performance, agent and leadership development, proven problem solving ability and experience developing and implementing innovative solutions.

## Core Strengths

- High customer service standards
- Telecommunications knowledge
- Call center management experience
- Proficient with Microsoft Office Suite
- Dedicated to process improvement
- Devoted to data integrity
- Strong problem solving ability
- Customer service management in a BPO environment

## Accomplishments

- Managed team of 25 Advanced Customer Service Agents
- Exceeded corporate target for Service Level Agreements
- Exceeded corporate target for NPS (Net Promoter Score) Customer Satisfaction Survey Scores
- Managed a Call Center of 4 team leads and 50 front line agents
- Bilingual in Spanish (speak, write and read fluently)
- Successfully outsourced and managed the outsourced tasks.
- Completed "FOCUS" Managerial Training
- BPO management experience within the US, India, Mexico and Canada
- Developed process improvements to enhance efficiency and effectiveness of inter-department call center operations as it pertains to KPIs of Quality, Sales, and Productivity.

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## Work Experience

**Customer Advocate/Service Supervisor**, 04/2011 to

**Carlie C's Iga** â€” Roseboro, NC,

Trained staff on how to improve customer interactions.

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- Implemented changes to customer service program, resulting in 15% higher customer satisfaction ratings.
- Achieved customer satisfaction rating (NPS) of 75% within 3 months, exceeding corporate target.
- Built customer loyalty by placing follow-up calls for customers who reported product issues.
- Worked with upper management to ensure appropriate changes were made to improve customer satisfaction.
- Ran reports and supplied data to fulfill customer report requirements.
- Developed effective relationships with all call center departments through clear communication.
- Review EOS on annual basis and made recommendations and improvements to enhance employee and customer experience.
- Addressed customer escalations in a timely and accurate fashion.
- Provided agent coaching through call monitors and made process changes to exceed customer satisfaction goals.
- Participated in the outsourcing and management of BPO with specific tasks related to the call center.

**Customer Service Manager**, 03/2003 to 02/2011

**Carlie C's Iga** â€” Smithfield, RI,

- Successfully managed the activities of 20 team members in multiple locations.
- Participated in the outsourcing of specific tasks related to the call center.
- Lead and managed multiple teams from a BPO perspective in US, India, Mexico and Canada.
- Created training manuals targeted at resolving even the most difficult customer issues.
- Lead on and off-site customer support teams across multiple time zones.

- Generated and distributed daily reports and order acknowledgments to appropriate personnel.
- Recommended changes to existing methods to increase the accuracy, efficiency and responsiveness of the customer service department.
- Developed rapport with the customer base by handling difficult issues with professionalism.
- Developed and implemented policies, procedures and process improvement initiatives to improve customer satisfaction.
- Resolved customer questions, issues and complaints.
- Effectively communicated with team members via daily huddles to maintain clearly defined expectations.
- Addressed negative customer feedback immediately.
- Provided detailed monthly departmental reports and updates to senior management.
- Interviewed, hired and trained new quality customer service representatives.
- Owned team productivity metrics.
- Developed, implemented and monitored programs to maximize customer satisfaction and manage on-site customer service representatives.
- Indirect contribution and review of P&L and budgeting.

**Customer Service Manager**, 07/1995 to 03/2003

**Arch Wireless** City, STATE,

- Coached and developed a staff of 20 agents as well as 3 team leads.
- Ensured that staffing was adequate to maintain or exceed Service Level agreements.
- Monitored Call statistic via work force management tool (Avaya).
- Addressed customer service inquiries in a timely and accurate fashion.
- Maintained up-to-date records at all times.
- Implemented changes to customer service program, resulting in 25% higher customer satisfaction ratings.
- Trained staff on how to improve customer interactions.
- Assisted with the development of the call center's operations, quality and training processes in a BPO environment in Arizona and Texas.
- Indirect contribution to P&L and budgeting.

## **Educational Background**

**Bachelor of Science:** Business Management and Operations Finance and Business Development, 2010

**University Of Phoenix** - Phoenix, AZ

GPA:

Business Management and Operations Finance and Business Development

**Coursework in Communications \*Training in Call Center Technology:** ,

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GPA:

## **Skills**

Avaya, budgeting, Call Center, coaching, customer satisfaction, Customer service, customer support, senior management, fashion, FOCUS, Managerial, Microsoft Office Suite, monitors, personnel, policies, problem solving, processes, process improvement, Quality, rapport, Sales, Service Level agreements, staffing, Telecommunications, training manuals