

Mary Landry

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Business management professional with high-level analytic skills and leadership experience, including management of a department of more than 100 employees. Experience in call center operations and workforce management solutions.

Education

Bachelor of Business
Administration in Management,
GPA 3.9
Radford University, Radford, VA
September 2013 - May 2017

Key Skills

- ◆ An understanding of financial and budget management
- ◆ Business and data analysis
- ◆ Knowledge of call center operations, including strategic implementation and use of automated systems

Professional Experience

Sales Call Center Manager
Havoc Incorporated, Christiansburg, VA | July 2017 - Present

- Oversee daily operation of a large-scale call center
- Implemented automatic processes to bring average speed of answer down by 20%, which also led to an increase in customer satisfaction scores
- Manage hiring and expense budgets
- Lead business analysis efforts to best manage attrition and ensure appropriate staffing for all shifts and high-volume holiday times