



JULIANA SILVA

CALL CENTER MANAGER

CAREER OBJECTIVE

Highly self-motivated to consistently improve skills and grow professionally Call Center Manager with over 4-year experience in planning and performing call center strategies and operations. Trained in improving systems and processes, as well as managing personnel.

PERSONAL INFO

+123-456-7890
Hello@reallygreatsite.com
123 Anywhere St., Any City

EDUCATION

Borcelle University
• Bachelor's Degree in Marketing
2016

PROFESSIONAL EXPERIENCE

Warner & Spencer | Call Center
Operations Manager
2020 – Present

Key tasks:

- Made sure sufficient call center coverage to attain service level targets, involving scheduling, resourcing, and recruitment initiatives
- Built a team environment that nurtures growth and the willingness to help others
- Responsible for the total quality member experience through teaching, coaching, and technical development of call center personnel for exceptional service delivery

EXPERTISE HIGHLIGHTS

- Technical Support
- Human Resources
- Polite, professional phone voice
- Coaching
- Customer Service
- Leadership

LANGUAGE

Spanish – native speaker
English – fluent