

CONTACT CENTER OPERATIONS MANAGER

Professional Summary

Customer service-focused manager with more than 20 years of experience planning, developing and implementing successful call center strategies.

Core Qualifications

- Operations management skills
- Proficient in Microsoft Office products
- Knowledge of ACD (Automatic Call Distribution) systems
- Experience with Avaya Call Management System and Contact Center
- Experience with timekeeping software such as Winstar, Kronos; ADP eTime, and Oracle

Experience

Contact Center Operations Manager

March 2009 to Current Grubhub - Oxford, NJ

- Strategically planned and executed the implementation of a Contact Center averaging 200,000 calls per month.
- Work closely with the I.T.
- Department and our technology service provider to identify telecommunications solutions and productivity tools.
- Experience with skill-based call routing to improve customer satisfaction.
- Strong working knowledge of ACD phone systems and routing strategies.
- Provide leadership, guidance, and direction to Contact Center phone agents.
- Conduct Quality Call Monitoring for 33 offices, consisting of over 100 phone agents, to assess front office and clinical staff, and identify areas of opportunity.
- Analyze targets and results in order to ensure that Service Level Agreement (SLA) metric goals are met.
- Report daily, weekly and monthly quality results and performance data to leadership as required.
- Monitor Avaya Contact Center to ensure offices are adequately staffed and calls are answered in a timely fashion.
- Responsible for the hiring, training, and professional development of all Contact Center staff.
- Complete performance evaluations for Contact Center staff to develop and improve the customer service function.
- Ensure an efficient training program is in place, which includes written documentation of competencies necessary to be successful at the job, and create employee training courses for our PA University website.
- Maintain appropriate staffing levels consistent with budget levels.
- Update and maintain CRM.
- Answer questions and recommend corrective services to address customer complaints.
- Handle and record escalated complaints as needed, received from our Compliance hotline, phone calls, emails or letters.

Customer Service Supervisor

July 2006 to September 2008 Millennium Health - Cincinnati, OH

- Supervised 15+ Customer Service Representatives, consisting of levels I and II CSRs and 2 Team Leads.
- Loan servicing for residential and small balance commercial mortgage loans.
- Resolved the most complex issues and served as a resource to others with regards to posting payments for principal interest, insurance, taxes, payoffs, modifications, foreclosure, bankruptcy, etc.
- Handled escalated calls.
- Evaluated CSR performance to ensure that each CSR was performing up to measured standards and recommended areas needing improvement.
- Enforced company policies and procedures and took the appropriate disciplinary actions for non-compliance.
- Performed customer service Quality Audits on CSRs.
- Maintained accurate attendance records for all CSRs.
- Provided technical support when necessary.

Insurance Tracking Customer Service Supervisor

November 2003 to July 2006 Peloton Interactive, Inc. - Chicago, IL

- Supervised 15+ Customer Service Representatives, consisting of levels II and III CSRs and a Team Lead.
- Resolved the most complex issues and served as a resource to others with regards to lender-placed insurance and tracking services of manufactured homes.
- Managed loan portfolios to ensure coverage and protect the lender's interest.
- Evaluated CSR performance to ensure that each CSR was performing up to measured standards and recommended areas needing improvement.
- Ensured cooperation and coordination with other departments in the company.
- Assisted in developing revised standards and methods and suggested changes in procedures.
- Ensured that deadlines were met.
- Extensive knowledge of company products and services.
- Relied on experience and judgment to plan and accomplish assigned tasks and goals.
- Administered disciplinary actions when necessary.
- Applied sophisticated sales techniques and handled escalated calls.

- Performed payroll adjustments for CSRs through Kronos system.
- Performed data entry and customer service Quality Audits on CSRs.
- Interviewed, hired and trained new CSRs to meet organization and operation needs.

Employee Service Center Supervisor

September 2002 to November 2003 ADP TotalSource - City , STATE

- Supervised 10-15 ESC Specialists in the handling of HR Administration and employee benefits.
- Consisted of Tier II and Tier III associates, VOE Specialist, and 2 Senior Representatives.
- Assisted ESC specialists with issues to improve service level agreements.
- Monitored all ESC queues frequently and assign cases accordingly.
- Monitored Open Cases, VOE volume, Claims volume and reviewed status of resolution efforts.
- Attended Aetna, UHC, and other carrier conference calls.
- Reviewed ESC Specialists materials and distributed updates to ensure they had the most recent information.
- Provided manager with weekly and monthly reports and Quality Service Surveys.
- Conducted weekly meetings to discuss case stats and any issues that arose.
- Enforced company policies and procedures and took the appropriate disciplinary actions for non-compliance.
- Performed payroll adjustments for ESC Specialists using eTime.
- Conducted Reviews and determined Monthly Incentive Plan winners.
- Assisted in interviewing, hiring and training new ESC Specialists, to meet organization and operation needs.
- Interacted with other departments in order to resolve regional issues.

Member Support Supervisor

August 1996 to September 2002 Oral Health Services / CompBenefits - City , STATE

- Responsible for dissemination of accurate information to customer inquiries by Member Support Associates through thorough supervision and coordination of department workflow and production.
- Continuously assessed Associates needs in order to identify coaching, development, training and retraining requirements through call monitoring, types of questions asked and amount of calls escalated to the supervisory level.
- Provided coaching and development to Member Support Associates, in an effort to improve work performance.
- Maintained accurate attendance records for the assigned Associates.
- Responsible for evaluating Associates performance and providing regular feedback of job performance.
- Enforced company policies and procedures and took the appropriate disciplinary actions for non-compliance.
- Delegated work assignments, rewarded the performance and build overall morale of assigned Associates.
- Prepared performance reports for Associates and Manager as required.
- Assisted in interviewing and hiring new MS Associates, to meet organization and operation needs.
- Interacted with other departments in order to resolve complaints/problems, including provider issues.

Education

Bachelor of Business Administration : Management , 2015 Florida International University - City , State Management

Associates Degree : Business Administration , 2012 Broward College - City , State Business Administration

High School Diploma : 1992 American Senior High School - City , State

Languages

Read, write, and speak fluent English/Spanish

Skills

ACD, ADP, Avaya, Budgeting, Call Center, Cisco, Coaching and Development, CRM, Customer Satisfaction, Customer Service, Data Entry, Employee Training, Leadership, Operations, Organization, Quality Assurance/Monitoring, Technical Support, Telecommunications