**OBJECTIVE**

Excellent communication and listening skills that enable me to work effectively. Detailed oriented with the ability to work with speed and accuracy. Also, having the ability to work and make professional decisions in a fast paced environment. My goal is to achieve a challenging position that will enable me to make use of my excellent interpersonal, problem solving, and strong organizational skills with upward career growth.

**Technical skills/Systems Knowledge**

* Access
* Microsoft PowerPoint
* Hoover Microsoft Excel
* Microsoft
* Telephony & Reporting Systems: Avaya (CMS)
* WFM systems: NICE IEX, Genesys, Aspect EWFM, Kronos

**PROFESSIONAL EXPERIENCE**

**Orkin Residential Services Waukegan, IL and Atlanta, GA**

**2009 –2014** **Call Center Supervisor, Administrative Asst.**

* Analyzed performance, productivity and adherence of agents
* Managed real time call volume to ensure staffing requirements so that daily, monthly goals were met
* Allocated vacation time based off approvals allowed per week/month
* Monitored call volume to ensure calls were answered as quickly as possible
* Scheduled off line meetings, coaching sessions and disciplinary actions when call volume was low
* Delivered accurate data to agents from reports of their productivity in NICE system
* Answered phones, placed order entries when calls were in queue to assist agents
* Handled escalated, irate or difficult calls from customers when agents needed assistance
* Followed up with customers complaints to make sure their expectations were met
* Supported call center manager with expense reports and calendar management
* Processed and filed all confidential information with discretion
* Assisted call center manager in hiring process for the call center
* Processed and approved all payroll duties for call center agents
* Identified and recommended opportunity for improvement beyond work group
* Prepared presentations independently
* Maintained, updated and organized records of all cancelled and conversion sales
* Reported and tracked status of web leads, sales and assigned territories
* Trained and communicated proper sales, leads, handling to all call center agents
* Coached sales team on proper etiquette, verbiage and selling techniques according to companies policy
* Prepared a monthly sales goal plan for each agent

**2005-2009** **New Customer Specialists**

* Answered 80-100 inbound calls
* Order Entry
* Tracked customer orders to ensure satisfaction
* Completed customer care calls to answer customers question and concerns
* Increased sales by providing exceptional customer service to new and regular customers
* Met and exceeded companies sales goals in residential and commercial business
* Top New Customer Specialists 2007, 2008, 2009 selling over a million dollar worth of service

**AJ Wright & Company**

**2003 -2005** **Co-Store Manager**

* Increased sales by providing exceptional customer service to new & regular customers.
* Supervised shifts with personnel of 4 to 5 people
* Managed floor-set and inventory control

**LTD Commodities**

**2000-2003** **Customer Service Billing Specialist / Customer Service Supervisor**

* Handled escalated call volume from customer service to billing concerns
* Answered 50-80 calls daily
* Processed orders over the phone
* Implemented and monitored call center procedures to ensure customer satisfaction.
* Offered phone coverage assistance when needed to ensure call center needs continued to be met.

**Education**

Columbia College – Core classes completed no degree

Waukegan High School- Diploma June 1, 1997