

Superior Service

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PROFESSIONAL PROFILE

Customer Service Supervisor knowledgeable in all aspects of call center management; strong in-bound and out-bound call center experience. Highly skilled in training and developing customer service representatives. Dedication to highest levels of customer satisfaction. Diplomatically resolve customer complaints to ensure customer satisfaction and retention. Strong team leadership, coaching, and motivational skills. Ensure adherence to policies and procedures. Prepare work schedules and assigned work tours. Monitor call volumes and adjust representative availability accordingly. Strong organizational skills; able to manage multiple, changing priorities. Articulate; excellent verbal and written communication skills. Leverage exceptional interpersonal skills to establish and cultivate internal relationships, ensuring seamless customer service.

EDUCATION AND TRAINING

Homeland Community College - Associate of Applied Business – 2xxx

Raving Fans – A Game Plan for Achieving Superior Customer Service

Call Center Supervisor Bootcamp - Society of Consumer Affairs Professionals

AREAS OF EXPERTISE

Supervision / Management /Leadership:

- 5+ years supervisory experience; supervised 22 customer service representatives (CSRs).
- Managed CSRs overall performance, including customer service and billing issue resolution.
- Selected for team leadership because of exceptional communication, origination, project management and team building skills.
- Initiated and facilitated training for associates on technician dispatch system software.
- Selected to represent local center when consolidating three satellite offices into one larger call center.

Customer Service:

- Implemented meaningful ways to recognize customer service results as a member of rewards and recognition team.
- Consistently received customer commendations for delivering exceptional service.
- Recognized as “go-to” team member for resolving exceptionally complex and challenging customer issues.
- Selected for “Special Circumstances” team that resolved complex billing, service and order issues.

Data Management:

- Accurately compiled and presented call volume data to Area Manager on a daily basis.
- Created reporting mechanism to identify all scope change requests with revised estimates.

PROFESSIONAL EXPERIENCE

Tucker Technology, Inc. – West Homeland, Ohio

- Business (Service) Analyst (2xxx – 2xxx)

Aceware, Inc. – Homeland Heights, OH

- Senior Service Representative (2xxx-2xxx)

Acme Communications, Inc. – East Homeland, Ohio

- Call Center Lead Representative (2xxx – 2xxx)

Nationwide Telecommunications, Inc. – Acme, Ohio

- Call Center Supervisor (2xxx-2xxx)
- Service Representative (2xxx-2xxx)