NAME

TITLE
000-000-0000 / EMAIL / CITY, STATE, ZIP

Profile

Proin gravida nibh vel velit auctor aliquet. Proin gravida nibh vel velit auctor aliquet. Aenean sollicitudin, lorem quis bibendum auctor, nisi elit consequat ipsum, nec sagittis sem nibh id elit. Duis sed odio sit amet nibh ipsum.

Experience

Call Center Manager - Company / Location
MONTH YEAR - Present
- **Job Description:** Served as a call center manager for insurance companies, managing a team of 20 representatives, hiring and training employees, and working directly with customers.
- **Outcomes:** Implemented communication protocol that improved efficiency by 24%, employee retention by 53%, and data accuracy by 25%.
- **Additional Competencies:** Collaborated with other staff members to develop hiring practices and worked with the sales department to communicate targets and improve promotional strategies.
- **Other:** Earned Employee of the Month award three months in a row and was awarded the Excellent in Customer Service award.

Call Center Representative - Company / Location
MONTH YEAR – MONTH YEAR
- **Job Description:** Served as a call center representative for insurance companies, working with 19 other representatives to field calls, communicate with customers, and drive sales.
- **Outcomes:** Achieved and exceeded call quota by 48%, contributed to a 14% rise in revenue growth, and improved data accuracy to 100%.
- **Additional Competencies:** Responded to customer requests, cultivated customer loyalty, and managed data entry.
- **Other:** Earned Employee of the Month award twice and was promoted to manager within two years of working with the company.

Project Experience
- **Data Entry:** Assisted with data entry as a representative and trained employees to cultivate data entry skills as a call center manager.
- **Volunteer Tutor:** Volunteered as a high school math tutor in an underserved district, helping students with schoolwork and college applications.
- **Training App:** Developed and launched an app to assist with employee training programs, boosting efficiency by 45%.

Education

Bachelor's Degree in Mathematics - Texas A&M
MONTH YEAR
- GPA: 3.85
- AWARD
- AWARD

Study Abroad in Spain - University of Barcelona
MONTH YEAR
- GPA: 4.0
- AWARD
- AWARD

Skills

Expertise
- Microsoft Applications
- Data Entry
- CRM Software
- Customer Service
- Operational Improvement
- Employee Training Programs
- Spanish

Licenses & Accreditations

Licenses & Accreditations
- Certified Call Center Representative
- Certified Call Center Manager
- Help Desk Certification