

NAME

TITLE

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

Profile

I've led several call center teams and want to continue growing in my career by working with a top-notch company in a challenging supervisor role. My goal is to apply my 15 years of experience in a fast-past call center and help bring a new team to new heights.

Experience

Customer Service Supervisor - ABC Call Center / Location

MONTH YEAR - Present

- Oversaw 50 customer service representatives, providing ongoing training, goals, guidance, and direct feedback to optimize their strengths and improve oval team performance
- Ensured prompt and effective responses to customer inquiries
- Monitored my team's call center metrics on a weekly basis, including first-call resolution rates, average call time, and customer ratings
- Onboarded every new customer service representative and was available for all questions and advice
- Handled any issues that escalated beyond what the representative was capable of handling

Senior Customer Service Representative - ABC Call Center / Location

MONTH YEAR – MONTH YEAR

- Performed high-quality phone customer service, including but not limited to handling challenging customer inquiries, addressing unique concerns, and resolving customer complaints with care and attention
- Stayed up-to-date on products and services to be able to respond to customer inquiries accurately and intelligently
- Collaborated with Customer Service Supervisor to create concise yet comprehensive end-of-call customer satisfaction surveys
- Worked with Customer Service Supervisor on onboarding and training new customer service representatives
- Maintained a personable, positive, understanding, and friendly attitude and tone for every call

Project Experience

- **Sales Competitions:** As a Customer Service Supervisor, I created and implemented various sales competitions to incentivize reps to not only handle customer issues but upsell on the calls. This resulted in a 20% increase in “unexpected” sales over the year.
- **Call Center Mentorship Program:** As the Senior Customer Service Rep at ABC Call Center, I realized that there was a growing negative attitude due to upset callers. I decided to create a Mentorship Program in which more experienced representatives could support newer reps with mindset, confidence, and resilience exercises.

Education

Bachelor's Degree in Business Marketing - Ohio State University

MONTH YEAR

- GPA: LIST
- AWARD
- AWARD

DEPARTMENT - SCHOOL

MONTH YEAR

- GPA: LIST
- AWARD
- AWARD

Skills

Expertise

- Leadership & mentorship
- Organization
- Performance monitoring & management
- Interpersonal communication
- Conflict resolution

Licenses & Accreditations

Licenses & Accreditations

- Certified Center Supervisor
- Certified Customer Service Professional