

NAME

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

Profile

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Experience

Call Center Supervisor - Company / Location

MONTH YEAR - Present

- **Job Description:** Served as a call center supervisor for four years, supervising 15 employees and managing regular performance reports for call center agents.
- **Outcomes:** Increased overall performance by 20%, employees exceeded targets by 12% on average, boosted revenue growth by 24%.
- **Additional Competencies:** Monitored metrics to devise data-driven plans for improvement, meditated on customer complaints, and mentored employees.
- **Other:** Created a customer loyalty program adopted by 20 firms to improve retention and boost revenue.

Call Center Representative - Company / Location

MONTH YEAR – MONTH YEAR

- **Job Description:** Served as a call center representative in the pharmaceutical industry, placing and receiving hundreds of calls daily and working closely with over 30 firms.
- **Outcomes:** Improved call center efficiency by 24% and exceeded targets by 56% each month on average.
- **Additional Competencies:** Designed tactics to improve efficiency and gave regular feedback and coaching to other employees.
- **Other:** Was promoted to call center supervisor within a year of working with the company and received two consecutive Representative of the Month awards.

Project Experience

- **Loyalty Program Development:** Created and launched two customer loyalty programs to boost retention and improve overall customer experience.
- **Mentorship:** Mentored dozens of call center representatives to improve efficiency and develop clear protocols for fielding calls.
- **Training Programs:** Developed and launched four training programs for data entry and management, customer service, inter-departmental communication, and call triage.

Education

Bachelor of Arts in English - University of California Berkeley

MONTH YEAR

- GPA: 3.69
- AWARD
- AWARD

Minor in Speech - University of California Berkeley

MONTH YEAR

- GPA: 3.98
- AWARD
- AWARD

Skills

Expertise

- Communication Skills
- Leadership and Team Management
- CRM Software Capabilities
- Decision-making
- Patience & Flexibility

Licenses & Accreditations

Licenses & Accreditations

- Call Center Certification with COPC Customer Experience
- Certified Call Center Manager
- Certified Call Center Supervisor