

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:** Hired, trained, and supervised employees at a call center for pharmaceutical companies, managing over 30 employees at a time.
- **Outcomes:** Improved efficiency by 30%, scored 4.56/5 on performance evaluations on average.
- **Additional Competencies:** Supervised inbound and outbound teams to ensure they fulfilled their responsibilities and led bi-weekly meetings with all representatives.
- **Other:** Launched an employee incentive program to regularly motivate employees to meet targets.

Call Center Team Lead - Company / Location

MONTH YEAR – MONTH YEAR

- **Job Description:** Supervised a team of 10 call center representatives, monitoring inbound and outbound calls, incentivizing employees, and managing conflicts.
- **Outcomes:** Improved efficiency by 54% and improved employee retention by 34%.
- **Additional Competencies:** Meditated employee conflicts and coordinated with other teams to improve data accuracy and employee target achievement.
- **Other:** Created an employee incentive program to deliver rewards and demerits based on performance.

Project Experience

- **Basketball Coach:** Volunteered as a basketball coach for inner-city high schoolers, providing motivation, skills, and training.
- **Incentive Programs:** Developed and supervised several employee incentive programs, including rewards and discipline.
- **Web Development:** Served as a freelance web developer for over 30 companies.

Education

Bachelor of Arts in Anthropology- Claremont-McKenna

MONTH YEAR

- GPA: 4.0
- AWARD
- AWARD

Minor in Business - SCHOOL

MONTH YEAR

- GPA: 3.69
- AWARD
- AWARD

Skills

Expertise

- 54 WPM
- Strong supervisory abilities
- Good motivational skills
- Discipline and reward systems
- Organization and data management
- Communication and leadership

Licenses & Accreditations

Licenses & Accreditations

- Certified Call Center Manager (CCCM)
- Certified Call Center Supervisor
- Certified Microsoft Office/ Google Suite