

ARTHUR NEWALL

San Francisco, CA | (415) 123-4567 | sampleresumetemplates.com

CALL CENTER MANAGER

Offers call center management experience leading teams of 150+ agents in providing customer support with business programs, products, and services to clients and customers worldwide. Technically astute with an advanced knowledge of telephony technology and networking systems vital to managing call center operations and training agents. Maintains excellent service and talk/wrap time levels.

PROFESSIONAL EXPERIENCE

Inbound Call Center Supervisor | LIVE CALLS - San Francisco, CA 2008 - Present

- Direct call center operations as a liaison between clients, supervisors, and call center employees.
- Administer performance management by diagnosing improvement opportunities, providing effective feedback, coaching, training, professional development, and corrective action plans.
- Perform QA checks and establish procedures and scripts to elevate team performance levels.
- Review call center statistics to measure staff performance and the need for improvement.
- Conduct group training sessions on financial products and services.
- Develop call agent selling and upselling techniques for a full product line,
- Coordinate the interviewing, hiring, and training of 300 CSR across multiple call centers..
- Closely monitor interaction between staff and callers to ensure quality assurance standards.

Outbound Call Center Supervisor | AGENTS ON HAND - San Francisco, CA 2004 - 2008

- As team leader, motivated and supervised an outbound call center staff of 300 staff.
- Developed a system and call scripts to facilitate the efficient management of call volume.
- Provide customer service excellence and technical support on telephony systems.
- Conducted hundreds of interviews with responsibility for the placement of over 175 employees.
- Ensured strict adherence to company policies and procedural guidelines.

Customer Care Representative | TV ORDERS - San Francisco, CA 2001 – 2004

- Provided quality customer service with a high-volume central processing and distribution center.
- Represented third-party national catalog companies and home shopping networks.
- Responded to customer calls and inquiries regarding product orders, warranty issues.
- Collected customer demographics and payments on orders placed.
- Accurately and efficiently input data utilizing the exception alpha-numeric keyboarding skills.
- Expedited and facilitated the escalation of customer service issues.

EDUCATION

Bachelor of Science in Marketing | BAY COLLEGE - San Francisco, CA

COMPUTER SKILLS

MS Office Suite; telephony, and proprietary call center systems.