

CLIENT NAME

Address, City, State ♦ Phone Number ♦ Email ♦ LinkedIn

CALL CENTER/CUSTOMER SERVICE MANAGER

Result-oriented, hands on Customer Service and Call Center Manager with over 17 years of experience in the call center environment and over 30 years of customer service knowledge, training and expertise. Streamlined and improved call center workflow enhance service efficiency and promote revenue growth. Standardized Customer Service functions to align with established company policies and accepted procedures. Hired, trained, and mentored call center staff; responsible for executing performance evaluations, disciplinary actions, promotions, and reassignments. Generated and analyzed call center data; adjusted metrics and staff service delivery as necessary. Calculated, forecast, outlined and planned operating budget for the department.

AREAS OF EXPERTISE

Analytical and Critical Thinking • Customer Service • Office Management • Payroll & Accounting Policy Implementation • Presentations & Reports • Memos & Correspondence • Personnel Management • Work Flow Efficiency • Schedule Coordination • Budgeting & Forecasting Client Relationship Management • Cultural Sensitivity • Training and Development • Conflict Resolution

PROFESSIONAL EXPERIENCE

LINDSTROM AIR CONDITIONING & PLUMBING, INC, Pompano Beach, FL

This company is a leading provider of plumbing, air conditioning, heating, air quality and other home services solutions serving South Florida.

Call Center Manager, 2005-March, 2014

Managed the daily operation of a busy call center environment; ensured client satisfaction by effectively controlling and directing call flow, supervising and training staff, handling customer complaints and increase company revenue through unsurpassed management practices.

Key Accomplishments:

- Administered departmental cross-training to ensure seamless continuity of service.
- Educated and trained staff on ways to improved customer interaction in order to elevate the overall customer experience.
- Hired, trained and evaluated quality customer service representatives to fulfill call center needs.
- Effectively communicated with team members to maintain clearly defined expectations.
- Resolved customer questions, issues and complaints in a timely and efficient manner.
- Managed coverage of approximately 500 inbound calls daily.
- Effectively managed the dispatching of 30 technicians to ensure the most accurate productivity.

ARS/SASSO AIR CONDITIONING, Atlanta, GA

This company provides professional home services such as duct cleaning, HVAC installation, air conditioning and heating service and repair.

Call Taker/Dispatcher/Accounts Payable, 1997-2005

Responsible for receiving service calls, properly noting customer requests, concerns and complaints and dispatching the calls appropriately; upheld all customer service and customer relations standards.

Key Accomplishments

- Scheduled customer appointments in accordance with established guidelines.
- Dispatched technicians to appointments ensuring on time arrival.
- Worked under strict deadlines and responded to service requests.
- Audited, verified and issued checks for purchase orders to vendor invoices.
- Processed and collected extended warranties.