
CALL CENTER MANAGER RESUME EXAMPLE

Steven Evans
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Efficient manager proficient in implementing business plans and strategies. With a wide knowledge in meeting company's goals and operation expectations. Concrete in making time table to reach service quotas. Reliable and dependable person. Oversees personnel's duties and responsibilities taking into consideration the policies and procedures of the company.

Interpersonal relationship expert.

Ability to retain business and client confidentiality.

Quick thinking ability.

Ability to execute business plans.

Excellent communication skills.

Good moral character.

Trained in computer system technology.

Superior management skills.

Professional Background and Accomplishments:

Call Center Manager

Handled a team of call center agents directly.

Facilitated the agents' activities to attain a good number of call center targets.

Directed the team leaders to achieve goals under the timetable.

Managed the operation of existing lists and programs.

Observed people's link to the company.
Made a performance rating every quarter.

Developed new schemes and strategies to attain an excellent goal.

Maintained good customer relationship.

Measured every agent's report in connection with the customer's service satisfaction

Recommended supporting programs to improve the call center process.

Ensured good harmonious relationship within the office environment.

Encouraged agents to be more productive and creative. Assistant Manager

Supervised the activities of center professionals to detect the less productive ones.

Assisted the agents in resolving issues concerning services to customers.

Prepared weekly plan and activities for the daily operation of the center.

Designated team leaders to monitor random inbound calls to track individual's performance.

Conducted regular meetings with agents and made a report to the manager.

Coached the agents to become more productive. Call Center Agent

Provided telephone customer related services.

Managed and collected information and resolved customer's concerns.

Made a target for speed and quality sales.

Handled the complicated customer inquires patiently.

Provided excellent customer service.

Attended trainings and seminars to improve one's capability.

Employment History:

Call Center Manager, Cloupid, Inc., Little Rock, AR (2009 – Present)
Assistant Manager, Godiva Chocolatier Inc., Tampa, FL, (2007 – 2009)
Call Center Agent, Crete Carrier Corp, Lincoln, NE, (2005 – 2007)

EDUCATION:

Bachelor's Degree in Administration Management, University of Rochester, Rochester, NY (2005)

School Achievement:

Cum Laude, SY 2004-2005

Community Club/Membership/Affiliations:

Youth for Christ, Committee Chair
Association of Call Center Agents, President

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