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## Call Center Manager Resume

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### Job Objective

To obtain a position of Call Center Manager in order to bring about continuity for the company by using my skill set to your best advantage.

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### Highlights of Qualifications:

- Experience in managing call center, providing customer services in a healthcare and travel industry
  - Exceptional knowledge of database and word processing
  - Ability to multitask and prioritize work
  - Ability to train in various phone systems
  - Ability to prepare reports and required correspondence
  - Ability to handle seasonality and fluctuations in an inbound call center
  - Ability to work in a fast pace call center environment
  - Ability to interpret an extensive variety of non-technical instructions
  - Ability to identify and resolve issues
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### Professional Experience:

Call Center Manager  
Newell Rubbermaid, Mountain View, WY  
October 2008 – Present

- Managed all call center functions and ensured efficiency in work.
- Maintained and designed reports for various call center metrics.
- Assisted in training new agents on various call center procedures.
- Administered efficient working of staff and prepared schedule for call center.
- Monitored team and evaluated call center results and ensured achievement of all performance targets.
- Coordinated with department heads and ensured effective working in all aspects of projects.
- Developed and monitored call center budgets.
- Prepared performance reports for employees to be submitted to management.

Call Center Supervisor  
IKON, Mountain View, WY  
August 2003 – September 2008

- Developed effective relationships with employees and ensured optimal levels of competency for all.
- Monitored work and ensured optimal levels of customer services to clients.
- Participated in various team meetings and ensured effectiveness by regularly communicating with team members.
- Ensured compliance to all procedures and departmental standards.
- Evaluated customer issues and resolved it effectively and ensured customer satisfaction.
- Prepared attendance records and payroll and documented all records.

Call Center Team Assistant  
Vangent, Mountain View, WY  
May 1998 – July 2003

- Monitored service requests and ensured compliance to schedule.
  - Managed databases and performed required data entry work.
  - Prepared required documents for logs and submitted documents for mailing.
  - Provided administrative support to various operations of call center.
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### Education:

Bachelor's Degree in Customer Care Management  
Western Texas College, Snyder, TX

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