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## Call Center Operations Manager Resume

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### Job Objective

Experienced Call Center Operations Manager seeking employment with reputable organization where my skills and training can be a positive contribution to company.

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### Highlights of Qualifications:

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- Huge experience in managing call center operations and assisting in monitoring educational interactive marketing campaigns
  - Outstanding knowledge of CRM technology and its procedures
  - Deep knowledge of contact center technologies – CTI, IVR, Predictive Dialer, Reporting, and Dashboard tools
  - Wide knowledge of utility billing systems, credit and collection practices
  - Ability to identify and resolve various problems
  - Ability to interpret all schematics and diagrams
  - Ability to develop training program for subordinates
  - Ability to present both qualitative and quantitative information in a clear
  - Ability to interpret all regulations for utility services
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### Professional Experience:

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Call Center Operations Manager  
Epson, Newark, NJ  
October 2008 – Present

- Coordinated with executives and affiliate directors and provided necessary feedback as appropriate.
- Provided support to call center supervisors and administered everyday activities of call center.
- Monitored call center operations and ensured high quality of services.
- Assisted supervisors and developed various metrics for productivity and prepared necessary reports.
- Worked with team supervisors and identified call volume trends and maximized ways to improve qualifications.
- Planned annual business and prepared strategies for forecasting budgetary needs and allocated budget to various departments.
- Maintained knowledge on various best industry practices and developed associated strategies.
- Analyzed processes and recommended new technologies for incorporation in system.

Assist Supervisor Call Center Operations  
Raytheon, Newark, NJ  
August 2003 – September 2008

- Managed work of all subordinates and ensured a high volume of calls at call center.
- Monitored call performance of team and scheduled department processes accordingly.
- Analyzed and interpreted data and developed necessary strategies for improving efficiency of processes.
- Developed various team objectives and policies and ensured optimal level of customer services.
- Ensured compliance to all departmental policies and procedures and communicated same to staff.
- Trained and hired call center representatives and facilitated in continuously improving process.

Call Center Operations Analyst  
Convergys, Newark, NJ  
May 1998 – July 2003

- Analyzed procedures and recommended changes if required to improve working of processes.
  - Ensured adherence to all company guidelines by implementing project and it's working.
  - Evaluated operational policies and procedures and suggested enhancements if required.
  - Reviewed performance metrics for various business units and determined levels of acceptability.
  - Maintained knowledge on all policies and procedures of processes.
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### Education:

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Bachelor's Degree in Customer Service  
Jamestown College, Jamestown, ND

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