
Call Center Supervisor Resume

Job Objective

Looking to help your company with my experience as Call Center Supervisor.

Highlights of Qualifications:

- Remarkable experience working as a supervisor within a call center environment
 - Thorough knowledge of and proficiency in quality improvement tools and processes
 - Familiarity with call center management tools, call center monitoring and reporting software
 - Proficient with database, word processing, spreadsheet, and presentation applications.
 - Excellent written and verbal communication skills
 - Amazing ability to analyze and identify customer needs
 - Immense ability to accurately type 35+ words per minute
 - Exceptional ability to work independently and with a team
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Professional Experience:

Call Center Supervisor, August 2005 to till date
LogistiCare Solutions, LLC., Amarillo, TX

- Monitored and trained team members on a daily basis to maintain a high level of competence.
- Managed workflow on the Call Center floor between incoming calls, supported functions and special projects.
- Provided technical guidance, training and staff development for the Customer Service Representatives.
- Provided feedback and coached to ensure call service and call quality goals are met on a daily basis.
- Promoted a superior, customer focused environment by managing the efficient delivery of quality service to customers.

Call Center Supervisor, June 2002 to July 2005
Verizon Communications, Amarillo, TX

- Provided call center performance reports and implemented procedures to enhance the reservation process.
 - Monitored the standards of performance of the Call Center.
 - Recommended to develop call center process and procedure.
 - Identified and resolved customer issues and participated in routine communications with clients to ensure complete customer satisfaction.
 - Ensured documentation and analysis of reports to enhance the operations.
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Education:

Bachelor's Degree in Information Systems, East Central University, Ada, OK

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