
Dialer Administrator Resume

Job Objective

Career minded Dialer Administrator seeking position with reputable organization in which my training can help improve the development of the organization.

Summary of Qualifications:

- Remarkable experience with a dialer product in a customer contact center environment
 - Sound knowledge of the inbound and outbound telemarketing and fund raisers programs
 - Operational knowledge of reporting tools and data extraction
 - Ability to measure the various call center metrics
 - Ability to develop and prepare dialer analysis and recommendations
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Work Experience:

Dialer Administrator, November 2007 – Present
CMI Group, Rochelle Park, NJ

- Prepared schedules for the various team members in the department to ensure efficiency.
- Resolved issues with the assistance of the various departments.
- Prepared a training schedule and incorporated various events in the workforce management software.
- Coordinated with the Call Centre Management team to incorporate the team members and staff.
- Provided regular data to the Call Centre Management to improve their productivity.
- Analyzed the call flow to make the necessary recommendation to improve call handling.

Dialer Administrator, December 2001 – October 2007
Aurora Bank FSB, Rochelle Park, NJ

- Monitored the call campaigns to increase the percentages with the help of the available resources.
 - Administered the working of the outbound dialer in compliance with the State and the Federal Laws.
 - Maintained records of daily dialer download to ensure that the efficiency of the outbound calling is not affected.
 - Maintained the profiles and added the new ones to the systems as and when needed.
 - Conducted the regular audits to ensure that all the leads provided are in line with the departmental policies.
 - Prepared reports on daily basis on calls to be submitted to the management.
 - Analyzed the various calling strategies and then resolved any problems and suggestions.
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Education:

High School Diploma, Marsh Valley High School, Arimo, ID

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