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## Team Leader Resume

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### Job Objective

Self-motivated Team Leader seeking position with growing firm in which to put my excellent communications and Team Leader skills to work for company.

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### Summary of Qualifications:

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- Huge knowledge of customer care techniques and processes
  - Solid understanding of several voice-logging systems and tools
  - Ability to encourage, motivate and provide recognition
  - Ability to plan, set and achieve goals
  - Ability to share your knowledge and learning
  - Ability to analyze and influence people and process situations
  - Ability to prepare and monitor schedules and financial status
  - Excellent leadership, management and motivational skill
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### Work Experience:

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Team Leader, August 2005 – Present  
Invensys, Elon College, NC

- Determined duties of all the members and the employees.
- Conducted workshops and out forth business proposals and made presentations to demonstrate.
- Managed household staff.
- Coordinated and communicated with the team members.
- Analyzed issues related to project management and related programs.
- Resolved issues and assisted clients.
- Lead and managed team finance, marketing, and human relations.

Team Leader, May 2000 – July 2005  
Telequest Communications, Elon College, NC

- Created sense of ownership within the employees and resolved employee issues.
  - Encouraged, supported, and motivated team.
  - Monitored, organized, and coached team on a day-to-day basis.
  - Communicated the company's purpose, core values, vision to the front employees.
  - Ensured that the employees follow their schedules properly.
  - Handled escalated calls, complaints, questions, and queries.
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### Education:

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Bachelor's Degree In Business, North Arkansas College, Harrison, AR  
Master's Degree In Administration, Johnson & Wales University, Providence, RI

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