

Mary Landry
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Profile

Business management professional with high-level analytic skills and leadership experience, including management of a department of more than 100 employees. Experience in call center operations and workforce management solutions.

Key Skills

- An understanding of financial and budget management
- Business and data analysis
- Knowledge of call center operations, including strategic implementation and use of automated systems

Education

Bachelor of Business Administration in Management, GPA 3.9
Radford University, Radford, VA, September 2013 - May 2017

Professional Experience

Sales Call Center Manager, Havoc Incorporated, Christiansburg, VA
July 2017-Present

- Oversee daily operation of a large-scale call center
- Implemented automatic processes to bring average speed of answer down by 20%, which also led to an increase in customer satisfaction scores
- Manage hiring and expense budgets
- Lead business analysis efforts to best manage attrition and ensure appropriate staffing for all shifts and high-volume holiday times