

# Mary Landry

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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.

## Education

Bachelor of Business  
Administration in Management,  
GPA 3.9

Radford University, Radford, VA  
September 2013 - May 2017

## 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

## 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