

## Professional Experience

### Call Center Customer Service Supervisor

TeleDoc, Harrison, NY | April 2019 – Present

- Supervise a team of 35+ call center representatives
- Monitor productivity for all TeleDoc call center employees, making appropriate adjustments to increase speed of service without sacrificing quality
- Maintain a customer complaint resolve record of 90%
- Motivate team members by implementing a new employee recognition program, which reduced turnover by 30%
- Interview and recommend seasonal employees for hire

### Assistant Call Center Supervisor

Blue Cross Blue Shield of Minnesota, Minneapolis, MN | August 2016 – March 2019

- Helped monitor recorded calls for quality
- Retrained associates whose calls scored a 2 or below on procedures, customer service expectations, basic claim info, and related technology
- Served as acting call center supervisor when the center manager/supervisor was unavailable
- Took over calls that the associates struggled with and was able to solve the problem 92% of the time

### Call Center Worker/Supervisor Trainee

Sunrise Hospital Call Center, Rochester, MN | April 2014 – July 2016

- Connected with customers online and over-the-phone to answer questions about the hospital
- Transferred calls to the appropriate person or department, if necessary
- Closed approximately 40+ calls each day per using superb customer service skills
- Exceeded company productivity standards frequently

## Education

### Bachelor of Business Administration

Minnesota State University, Mankato, MN | September 2017

## Certifications

- Call Center Manager Training and Certification by Resource Center for Customer Service Professionals, 2017
- Certified Contact Center Supervisor (CCCS), Resource Center for Customer Service Professionals, 2018

# Susanna Wilkes

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Motivated call center supervisor with 6+ years experience and expertise at training employees and streamlining processes to boost productivity. Awarded Employee of the Year by upper management for maintaining a customer complaint resolve record of at least 90%. Supervises between 35 and 50 employees, depending on the season.

## Key Skills

- Communication
- Streamlining
- Resolving customer complaints
- Training employees
- Quality monitoring
- HIPAA compliance