

Maxine Curry

Call Center Manager

AREAS OF EXPERTISE

Lead generation
People management
Sales development
Claims industry
Call handling
Resolving disputes
Calming people down

PROFESSIONAL

Membership of
professional sales
bodies

PERSONAL SKILLS

Reliable
Punctual
Sensible
Articulate

CONTACT

Maxine Curry
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Driving license: Yes
Nationality: British

PERSONAL SUMMARY

A goal-oriented and flexible Call Center Manager who is able to accept constructive feedback and then rectify any shortcomings. Maxine is super energetic with a passion for not just achieving but exceeding targets. She can demonstrate a stable career history and has a proven track record of winning new business and driving sales revenue through the roof. Right now she is keen to join a company that offers exciting career opportunities and promising earning potential for hard working and driven professionals.

WORK EXPERIENCE

Smiths IT – Birmingham

CALL CENTER MANAGER Jun 2013 – Present

Responsible for ensuring that all sales opportunities are maximised and that clients receive the best service possible.

Duties:

- Ensuring adequate call centre coverage to achieve service levels targets.
- Optimising call centre productivity, achieving correct quality standards and minimising costs.
- Resolving escalated complaints.
- Assisting customers in a friendly and respectful manner.
- Continuously look for ways to improve the service offering.
- Managing recruitment campaigns including interviewing of new members.
- Developing telephone handling procedures.
- Arranging and chairing team meetings where issues of performance are mutually discussed.
- Reporting results to senior company Directors.

Company name - Location

JOB TITLE Employment dates (i.e. Aug 2011 – Jun 2013)

KEY SKILLS AND COMPETENCIES

- Willing to do early starts and late finishes.
- Have a clear and professional sounding voice.
- Superior communication skills and an aptitude for learning and understanding.
- Can handle a variety of difficult situations simultaneously.
- Experience of resolving complex customer problems, issues and complaints.
- Able to think on her feet.
- Willing to accountable for her own performance.
- Having a natural sense of urgency.

ACADEMIC QUALIFICATIONS

Nuneaton University 2008 - 2011
BSc (Hons) Marketing

Coventry Central College 2005 - 2008
A levels:
Maths (A) English (B) Technology (B) Science (C)

REFERENCES – Available on request.



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