

# Maxine Curry

## Call Center Supervisor

### AREAS OF EXPERTISE

*Workflow management*

*Contacting people*

*Team meetings*

*Call monitoring*

*Cold calling*

*Conducting appraisals sessions*

*Customer service*

### PROFESSIONAL

*Fluent French speaker*

### PERSONAL SKILLS

*Hard working*

*Loyal*

*Persistent*

*Focused*

### CONTACT

*Maxine Curry  
Dayjob Ltd  
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*Driving license: Yes  
Nationality: British*

### PERSONAL SUMMARY

A confident, outgoing and smart Call Center Supervisor who is calm by nature and has a good telephone manner. Maxine will always ensure that individuals and teams always meet a department's call handling targets. She has a genuine desire to achieve results, both personally and as part of a successful team. As a true professional she never shies away from responsibility and will always be at the heart of what is going on around her. She has a flexible approach towards coordinating, motivating and leading call centre staff. Right now she is looking for a fast paced, exciting role that will not keep her on her toes and keep her wanting more.

### WORK EXPERIENCE

#### *IT Company – Birmingham*

CALL CENTER SUPERVISOR      Jun 2013 – Present

Responsible for coordinating, motivating and leading a team of call centre staff.

#### *Duties:*

- Monitoring random calls to improve quality, minimise errors and track call centre staff performance.
- Creating team rotas to ensure the call centre is manned effectively during core hours.
- Making sure that all services and practical arrangements for the call centre such as cleaning times, waste collection and staff access are in place.
- Taking calls from members of the public.
- Working evenings, weekends and public holidays in order to meet service requirement.
- Receiving telephone bookings from members of the public.
- Keeping an accurate record of all call centre information and performance statistics.
- Undertaking remedial action to rectify any staff shortcomings.
- Managing customer relationship in pre-sales for an effective handover to post sales.
- Escalating issues to line managers when necessary.

#### *Company name - Location*

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

### KEY SKILLS AND COMPETENCIES

- Able to conduct tough conversations with under-performing staff.
- Logical thinker with superb creative problem-solving skills.
- Excellent organisational, planning and time management skills.
- Have previously worked in similar roles.
- Providing administrative support to staff across the Call Centre.
- Delivering best practise for the entire department.

### ACADEMIC QUALIFICATIONS

*Nuneaton University*      **2008 - 2011**  
BSc (Hons)      Business Administration

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

**REFERENCES** – Available on request.



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