

Andrew Rose

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Objective: Interested in the position of a customer service supervisor with a grAn interestinowing call center.

Experience: *GPL Call Center* *New York*
Customer Service Supervisor/Manager 3/3/2009 to Present

- ♦ Issued instructions and assigned duties to customer service agents.
- ♦ Supervised and coordinated activities of agents engaged in customer service activities.
- ♦ Observed and evaluated workers' performance.
- ♦ Resolved complaints and answered questions of customers regarding services and procedures.
- ♦ Trained and instructed employees.
- ♦ Interpreted and communicated work procedures and company policies to staff.
- ♦ Helped workers in resolving problems and completing work.
- ♦ Reviewed and checked work of subordinates such as reports, records, and applications for accuracy and content and corrected errors.
- ♦ Made recommendations to management concerning staff and improvement of procedures.
- ♦ Planned and developed improved procedures.
- ♦ Requisitioned and purchased supplies.
- ♦ Planned, prepared, and devised work schedules, according to budgets and workloads.
- ♦ Prepared, maintained, and submitted reports and records, such as budgets and operational and personnel reports.

XYZ Call Center *New York*
Senior Customer Service Representative 3/3/2007 to 3/3/2009

- ♦ Delivered customer service to customers who called into the call center.
- ♦ Built customer satisfaction and loyalty by providing best customer service.
- ♦ Provided timely and effective resolution to a range of customer queries related to the
- ♦ product/ service.
- ♦ Strive for one-call resolution of customer issues.
- ♦ Complete ongoing training to stay abreast of product, service and policy changes.

Education: *Stae University of New York*
 Bachelors Degree in Management

New York
2007

Awards:

References: *Available upon request*