

## Andrew Rose

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New York  
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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

*State University of New York*  
**Bachelors Degree in Management**

*New York*  
2007

**Awards**

**References:** Available upon request