

Andrew Mathew

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Objective: Interested in a position as a Customer Service Manager with a reputed call center.

Experience: GPL Call Center New York
Customer Services Manager 3/3/2009 to Present

- Responsible for managing daily operations of the department.
- Responsible for setting higher call center standards by restructuring employee performance measurement system.
- Implemented quality control measures to gauge qualities of high-level customer service.
- Implemented customer survey and tracking system, resulting in valuable feedback for continuous improvement efforts.
- Responsible for setting up a strong mentoring / coaching model for customer service agents.
- Responsible for managing employee retention / development.
- Established strong leadership team who acquired a stellar service reputation.
- Facilitated training of supervisory and line staff.
- Responsible for preparing and managing budgets for the department.
- Responsible for hiring of staff.

GPL Call Center New York
Customer Service Supervisor 3/3/2007 to 3/3/2009

- 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

Education: State University of New York New York
Masters in Business Administration 2009

State University of New York New York
Bachelors Degree in Business Administration 2005

References: Available upon request