

Andrew Mathew

123 Holly lane ♦ New York
andrewmathew@xyz.com

999-999-9999

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