

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
Masters in Business Administration

New York
2009

State University of New York
Bachelors Degree in Business Administration

New York
2005

References: Available upon request