

HIRED RESUME SERVICE

612-400-5563

CALL CENTER MANAGEMENT PROFESSIONAL

Dedicated, accomplished Management professional with 20+ years of successful experience in diverse management roles. Established history of earned promotions and achievements. A top performing leader who establishes organizational vision, implements effective policies, and inspires both internal and external teams to achieve corporate goals.

- Excels in high pressure, fast-paced environments.
- Leads, directs, mentors, and builds top producing teams.
- Ensures best practices, implementation of effective training platforms, and optimizes company goals.
- Proven track record in implementing strategic business planning in all endeavors resulting in superior customer service, higher efficiency, and increased revenues.

KEY STRENGTHS

- Management & Supervision
- Strategic Planning & Execution
- Team Building / Training
- Vendor & Customer Relations Expert
- Consumer Market Research & Behavior
- Product / Market Analysis
- Value Proposition & Leverage
- Oversee / Drive Customer Satisfaction
- Inventory Management
- Business Process Analysis & Improvement

PROFESSIONAL EXPERIENCE

CALL CENTER CUSTOMER CARE SUPERVISOR

January 2011 to present

Name Manufacturing, Wood Products, City, MN

Manage Home Center Channel and CSI Department for this manufacturer of a variety of Plumbing Products, and one of the largest cabinet makers in the U.S. Oversee all aspects of a high volume, fast paced Customer Care process with multi-million dollar sales revenue. Lead, guide, train, a Customer Care team of 13 employees. Ensure the highest level of customer satisfaction is achieved. Build and develop relationships with both internal and external customers. Resolve difficult situations with customers and create, "win-win situations".

- Effectively collaborate with company leaders to develop and execute channel strategies, develop, evaluate and manage common procedures and systems.
- Oversee departments to identify and resolve customer issues through evaluating product / quality trend reports, strategizing and developing key solutions and training employees to implement those solutions.
- Improved department functioning through building an effective customer service team— personally selected, interviewed, hired, and trained 7 new top performing employees (increased staff from 6 Customer Care Representatives to a team of 13).
- Successfully completed \$138M in orders with an accuracy rate of 99.90%.
- Accomplished the identification of appropriate training for Customer Care Representatives, improved customer service, increased efficiency, and ensured high quality customer service.

NAME OF COMPANY, EVANSVILLE, IN

January 2001 to April 2010

Fulfilled several different roles for the world's largest home improvement specialty retailer, with more than 2,200 retail stores in the United States (including Puerto Rico and the U.S. Virgin Islands), Canada, and Mexico.

DEPARTMENT SUPERVISOR

Managed all aspects of a department with sales in excess of \$1.5 million per year. Maintained stock inventory of \$350,000-\$500,000 per month.

- Drove sales and profitability of the store by emphasizing outstanding customer service.
- Exceeded 2009 YTD sales plan by \$46,000.

REGIONAL TRAINER

Traveled and trained a total of 3,500 associates in 3 states. Scheduled, managed, and delivered learning events throughout the company utilizing various methods.

- Developed updated and implemented 120 plus training courses per year focusing on the needs of the associates in the areas of management, operations, design systems, product knowledge, and selling.
- Responsible for the preparation, scheduling and delivery of specialty training classes for retail store associates including kitchen/bath, millwork and flooring.
- Followed up with training attendees as a component of a blended learning solution.
- Provided on-going support as a subject matter expert and certified trainer.

PROJECT MANAGER / EXPEDITOR.

Managed over 200 plus projects per year. Oversaw projects from conception to finish and ensured customer satisfaction through timely installations and minimal delays.

- Proactively contacted customers to keep them informed of the status of install, any preparation required for install, and any other information regarding the order.
- Handled all customer complaints in person, on the job site, or over the phone by coordinating with store associates, installer, or vendors.
- Documented all project notes and contacts with the customer, installer and vendors.

KITCHEN PROJECT DESIGNER

Provided kitchen, bath design assistance to customers and completed the design and sale for remodeling projects that meet or exceed the customer's expectations.

- Executed the design process, including client consultations, site visits, creating drawings by hand or with 20-20, leading the client presentation, and selling the project including install.
- Worked with the expeditor, installer and vendors to develop, verify, and finalize total project pricing.
- Earned Associate of the month for 3 consecutive years (2002, 2003, 2004) and the "Highest Sales Award" as a specialist, in addition to various vendor awards.

ADDITIONAL EXPERIENCE

Resident Manager, Name of Company, Chaska, MN

Property Manager, Real Estate Equities, Minneapolis, MN

Business Manager, Name of Company, Minneapolis, MN

EDUCATION & CERTIFICATIONS

BACHELORS OF SCIENCE IN BUSINESS ADMINISTRATION, University of Phoenix, AZ

Certifications: NKBA Kitchen/Bath Design, 20/20 Design program, Millwork/MQS design, Measure Comp. IOW Certified Trainer—certified to train in various computer software programs

Software Proficiency: Microsoft programs including: Word, Excel, Outlook and PowerPoint