

Overview

- 8+ years experience in customer service.
- 5+ years supervisory experience.
- Extensive experience with computers including data entry, Excel, etc.

Key Words

experience group within lead team promoted years supervisor developing feedback

Similar Resumes

Objective

- To further develop my skills in an organization where my experience will be put to use in a challenging but rewarding environment.

Employment History

12/16 - 11/18

CustomerElations Inc

Marshall, MN

Team Lead

- Providing intake for vulnerable adult maltreatment in the state on Minnesota.
- Promoted to Team Lead within 6 months of starting.
 - Lead duties included developing and improving my team through feedback and coaching.
 - Training and on-boarding agents for my program.
 - Create scorecards by listening to and grading calls from agents.
- \$13.50 per hour. Full time. 40 hours per week.

5/10 - 9/16

Alorica (Formerly West Corporation)

Omaha, NE

Operations Supervisor

- Part of the first sales group in the organization, I helped grow the line group from 10 to 50 people.
- Offered a full time position after a temporary group closed. Then promoted to Team Lead within 1 year, and promoted to Supervisor within 5 years.
 - Supervisor duties included supporting and developing the team, and it's Leads through constant feedback and coaching.
 - Performed all hiring while supervisor.
 - Acted as a go-between for Alorica and our client to ensure goals were properly communicated and met.
- Salaried \$31,000/year

Education

2003-2007

Westside High School

Omaha, NE

Diploma

- Cumulative GPA - 2.7

2009-2010

Metropolitan Community College

Omaha, NE

Business Management

- Cumulative GPA - 3.6
- Finished classes in Accounting and Business Management.

