



Melissa France

Call Center Supervisor

CONTACT

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United States, Florence, SC, 1156 Jerry Dove Drive

EDUCATION

2011 - 2015

Bachelor of Business Administration

University of South Carolina, United States, Columbia, SC

HOBBIES

- Craft
- Aquascaping

LANGUAGES

- Portuguese (B2)

PROFESSIONAL SUMMARY

Results-oriented Call Center Supervisor with over 10 years of experience leading teams to deliver exceptional customer service and meet performance targets. Proven track record of optimizing call center operations, driving efficiency, and fostering a positive work environment. Skilled in coaching, training, and performance management.

EXPERIENCE

Call Center Supervisor

2020 - Now

Service Savvy, United States, Florence, SC

- Lead a team of 20+ call center agents, providing coaching, training, and performance management.
- Monitor agent performance and provide regular feedback to drive improvement in key metrics.
- Conduct regular team meetings to communicate goals, objectives, and performance expectations.
- Collaborate with cross-functional teams to identify process improvements and implement solutions to enhance efficiency and customer service.
- Handle escalated customer inquiries and complaints, ensuring prompt resolution.

Customer Service Representative

2015 - 2019

ProspectPro, United States, Florence, SC

- Provided exceptional customer service and support to resolve inquiries, issues, and complaints via phone, email, and chat channels.
- Demonstrated leadership qualities by assisting team members with complex customer inquiries and serving as a subject matter expert.
- Assisted in the development and delivery of training programs for new hires, focusing on product knowledge best practices.
- Utilized CRM software to accurately document customer interactions, update customer information, and track performance metrics.

SKILLS

Quality Assurance



Training and Development



Team Building



Conflict Resolution



Technical Support



Call Center Operator

2014 - 2014

Global Connect, United States, Florence, SC

- Answered inbound calls from customers, providing assistance, information, and resolutions.
- Processed orders over the phone, handled transactions, and assisted customers with order-related inquiries.
- Followed company-provided scripts, guidelines, and standard operating procedures.
- Stayed updated on product knowledge, company policies, and industry trends.