



Call Center Supervisor

Melissa France

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

January 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.

Customer Service Representative

April 2015 - November 2019

ProspectPro / United States, Florence, SC

- Provided exceptional customer service and support to resolve inquiries, issues, and complaints via phone, email, and chat channels.
- 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.

Internships

Call Center Operator

May 2014 - November 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.

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Education

Bachelor of Business Administration

2011 - 2015

University of South Carolina

United States, Columbia, SC

Skills

Quality Assurance	◆◆◆◆◆
Training and Development	◆◆◆◆◆
Team Building	◆◆◆◆◆
Conflict Resolution	◆◆◆◆◆
Technical Support	◆◆◆◆◆

Languages

◆ Portuguese (B2)