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| Jane Smith |
| SummaryResults-driven Call Center Supervisor with over 5 years of experience in managing customer service teams. Proven track record of enhancing team performance and customer satisfaction. Skilled in conflict resolution and process improvement.Work Experience**Call Center Supervisor Mar 2021 – Present**LMN Services Chicago, IL* Led a team of 15 customer service representatives, achieving a 20% increase in team productivity over one year.
* Implemented quality assurance processes resulting in a 30% decrease in customer complaints.

**Senior Customer Service Representative Jan 2018 – Feb 2021**XYZ Corp Chicago, IL* Mentored new hires and provided ongoing training, improving their performance metrics by 25% within 3 months.
* Developed and executed strategies that led to a 15% increase in customer retention rates.

EducationBachelor of Science: Business Administration May 2017*DePaul University**Chicago, IL*certifications* Certified Call Center Manager – CCMA – 2020
 | Contact(555) 987-6543jane.smith@example.comChicago, IL 60601SkillsLeadershipPerformance ManagementCoachingCustomer Relationship ManagementData AnalysisQuality AssuranceConflict ResolutionScheduling |