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| Jane Smith | | |
| Summary  Results-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.   Education Bachelor of Science: Business Administration May 2017 *DePaul University**Chicago, IL*  certifications   * Certified Call Center Manager – CCMA – 2020 | Contact  (555) 987-6543  jane.smith@example.com  Chicago, IL 60601  Skills  Leadership  Performance Management  Coaching  Customer Relationship Management  Data Analysis  Quality Assurance  Conflict Resolution  Scheduling |