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| Michael Johnson |
| SummaryDynamic and strategic Call Center Supervisor with over 10 years of extensive experience in overseeing high-volume call centers. Expert in leading teams to exceed performance goals and improve customer engagement. Proven ability to develop training programs and implement process enhancements.Work Experience**Call Center Manager Jan 2018 – Present**PQR Solutions New York, NY* Managed a call center of 100+ agents, achieving a 40% reduction in average handling time while maintaining a 95% customer satisfaction rate.
* Spearheaded process improvements that increased operational efficiency by 25% year over year.

**Call Center Supervisor Mar 2012 – Dec 2017**ABC Communications New York, NY* Supervised a team of 50 agents, delivering training that improved team KPIs by 35% within six months.
* Implemented a new CRM system that enhanced data tracking and customer follow-up, resulting in a 20% increase in upsell opportunities.

EducationMaster of Business Administration Jan 2011*New York University**New York, NY*certifications* Certified Customer Experience Professional – CCEP – 2019
 | Contact(555) 555-1212michael.johnson@example.comNew York, NY 10001SkillsStrategic PlanningTeam LeadershipPerformance OptimizationTraining & DevelopmentBudget ManagementCustomer Experience EnhancementData-Driven Decision MakingChange Management |