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| Michael Johnson | | |
| Summary  Dynamic 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.   Education Master of Business Administration Jan 2011 *New York University**New York, NY*  certifications   * Certified Customer Experience Professional – CCEP – 2019 | Contact  (555) 555-1212  michael.johnson@example.com  New York, NY 10001  Skills  Strategic Planning  Team Leadership  Performance Optimization  Training & Development  Budget Management  Customer Experience Enhancement  Data-Driven Decision Making  Change Management |