

MOMS NAME

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PROFESSIONAL SUMMARY

- Over 25 years of experience in operations and retail management, including implementation of various training programs and business methodologies.
- Expert in call center and project management; specializing in scheduling, reporting, and personal development.
- Proven catalyst of change management, while reducing costs, increasing revenue, and achieving business objectives.
- Call Center Management
- Client Relations
- Subject Matter Expert
- Project Leadership
- Strategic Planning Training
- Quality Control
- Budget Planning & Cost Control
- Problem Solving

PROFESSIONAL EXPERIENCE

NAME OF PLACE - PLACE

2015 – Present

Sales Center Manager

- Successfully took the sales center above and beyond expectations from four employees to a total of fifteen.
- Successfully implemented dual sales coordinator positions for both Sewers and HVAC, setting up training and new processes to lead the sales team from beginning of a sales call to closing out sales.
- Added two lead field coordinators for the Sewer Division and two lead field coordinators for NAME OF PLACE.
- Implemented new training procedures, for CSR's, Sales, and Dispatch Updated paperwork for all three companies, including price book updates
- Originated pamphlet for NAME OF PLACE to be distributed to customers.
- Created and enforced new call quality guidelines.
- Helped increase company profit by 30%.
- Aided in increasing call volume from 2500-3000 calls a month to 7000-8000 call a month.

NAME OF PLACE - PLACE

2010 – 2015

National Dispatcher

- Worked as a national dispatcher for ten sites in and around Northeast and Southern United States including Canada.
- Cooperated with sixty-five HVAC technicians, 35 plumbing technicians, and seven NAME OF PLACE technicians ensuring all jobs were scheduled in accordance with the DMR.
- Established training manual which was used for the National Dispatch Center.
- Trained in new employees as customer service representatives and other national dispatchers.

NAME OF PLACE - PLACE

2010 – 2015

Lead Analyst (Dispatcher)

- Served as lead analyst in the distribution of service jobs for three (NAME OF PLACE) brand Companies.
- Responsible for ensuring all service jobs and equipment were assigned, including maintaining customer files and compiling statistics on all completed jobs.
- Scheduled and dispatched technicians to appropriate locations.
- Prepared daily work including all technician install and service jobs.
- Recorded and maintained customer files.
- Tracked all services performed including expenses, inventory, and other dispatch information.
- Handled very high call volume both inbound and outbound.
- Served as a liaison between customer and technician.

NAME OF PLACE - PLACE

2003 – 2015

CEO - Owner

- Small business owner specializing in the professional cleaning services of business, residential, new construction clean, and medical office clean.
- Have extensive knowledge of various cleaning protocols and relevant use of equipment.
- Small cleaning business which consists of new construction cleaning, residential cleaning, and medical office cleaning.
- Ordered supplies, scheduling jobs, daily ledger entries, and expense reporting.

EDUCATION

COLLEGE

2006

Associate, Managerial Accounting

TRAINING/CERTIFICATES

- Leadership Team Development
- Time Management Success Ware ASP
- Microsoft Excel Oracle Siebel
- SuccessWare21
- Call Center Management
- Home Comfort Collection Overview
- Franchise Operations Excellence – Coaching
- Dispatching
- Sales Lead Coordination