

QUALITY ASSURANCE LEAD

Career Overview

Coaching & Development Technical Support Ability to multi-task in a demanding environment Process improvement Administrator of Development Knowledgeable system, with extensive knowledge of the companies internal procedures. I am able to be Energetic, outgoing and driven to reach company goals.

Core Strengths

- Customer Service Professional that possess outstanding communication and organizational skills with emphasis on creating training materials and motivational modules.
- Key strengths include implementing standardized policies and procedures; training development and delivery to drive performance improvement for customer service agents.
- Has a strong work ethic with the ability to work as a team player or individual in various leadership roles.

- Key Strengths
- Quality Assurance Monitoring
- Customer Experience Life-cycle
- Escalations
- Training Development & Delivery
- Leadership & Management

Accomplishments

Customer Assistance

- Worked with company systems such as Live Support and diligently completed all assigned tasks, working overtime as needed.

Customer Service

- Researched, calmed and rapidly resolved client conflicts to prevent loss of key accounts.

Database Maintenance

- Assisted in the managing of the company database and verified, edited and modified members' information.
- Annual Best Leadership Award of the year
- Completed Love or Lose communication Leadership course
- CLE Training
- Award for Leadership Support of the year

Work Experience

Quality Assurance Lead 08/2014 to 07/2015 Company Name City , State

- Monitor a select number of agents per hour, per day, per week deliver feedback within an acceptable time frame Analyze
- Mobility Support Departments Created Mobility Support Team quality form, Observations form Implemented program that resulted in Mobility Support quality scores increase by 10% which results in a higher quality expectation percentage Participate and speak in the weekly huddles, which provides continued motivations to all agents Participate in staff meetings and coordination sessions with staff personnel to exchange ideas and information as it relates to call center
- Actively facilitate calibrations and monitor the program requirements Assisted in creating recognition programs Created the new quality assurance newsletter on monthly basis which is employee based to motivate and recognize top performers, leadership, management, new hire graduation and team building events Attended CLE (Coaching Leadership Essentials) Training and Development and continue to utilize the new coaching processes Monitor selected agents in multiple departments and contracts bridging the gap of communication within the departments Trained Management on Excel spreadsheets and reporting shortcuts, metric reports, etc.
- Cross trained on several different contracts within the call center Contributed in the start-up of new Sprint contract Created Informational Development tips to call center agents Created Coaching tracking spreadsheet to assist in analyzing the agent opportunities Assisted in creating Development Progress plans to assist with process improvement.
- Managed quality communication, customer support and product representation for each client. Worked under strict deadlines and responded to service requests and emergency call-outs.
- Cross-trained and provided back-up for other customer service representatives when needed.

Manager 11/2010 to 08/2014 Company Name City , State

- Implemented program that resulted in a 15% point increase in agent quality scores Assisted in implementing Customer Experience program that achieved a sustained Net Promoter score of 90% + Project Managed the development and implementation of new dispatch system
- Developed training materials which resulted in improved customer service agent performance Implemented customer compliment initiative which led to an increase in employee moral Project plan creation and implementation Implemented and created operational procedures, practices and materials

- Developed quality materials, audit protocol and training modules Conducted successful client tours and presentations, which increased financial bottom line Managed third party vendor relationships on issue escalation and process documentation Supervised in-bound call center consisting of Client Services Representatives as well as departmental leads.
- Monitored overall performance, attendance, and training progress for all representatives assigned.
- Conducted interviews for entry level openings and technical support positions.
- Recipient of company's leadership support achievement award Development and maintained the call center knowledge base system.

Lead Customer Service Agent 03/2010 to 11/2010 Company Name City , State

- Emergency Dispatch Agent Consistent top performer Handled customer escalations for peers as need Assisted in training and development Peer to Peer mentoring program
- Promoted to Quality Assurance Department in 6 months of employment Created Culture committee to increase morale Created excel metrics reporting spreadsheets Monitored in-bound and outbound calls Coaching and development of co-workers.

Technical Customer Service Agent 09/2009 to 03/2010 Company Name City , State

- Troubleshoot setup top boxes Troubleshoot Mac and PC operating issues
- Dispatched mobile technicians as required to customer locations Created tracking tickets for issues Maintained a maximum handle time of 12 minutes Data Entry Scheduled new cable and Fios installation.

Senior Service Agent - Assistant Supervisor 05/2005 to 02/2007 Company Name City , State

- Quality assurance monitoring Processed customer prescription claims Verified insurance coverage
- Researched escalated customer disputes Mentored new hire training classes Created new standardized procedures and policies for agent accountability.

Educational Background

High School Diploma : General August 2000 Newman Smith High School City , State

Bachelors of Science and Psychology degree : Psychology 2016 University of Phoenix City , State

Course work is related to the management field with because it is constant face to face interaction with employees and co-workers. By obtaining my degree the related course work helps me to excel in interpersonal development of people that may have opportunities.

Skills

Telecommunication, multi-tasking call center, coaching, contracts, client, customer service, data entry, documentation, financial, insurance, team building, leadership, Mac, materials, meetings, mentoring, Outlook exchange, newsletter, organizational skills, personnel, policies, presentations, process improvement, Quality assurance, re-engineering, reporting, spreadsheets, team player, technical support, Training Development & Delivery, training materials, Troubleshooting, Strong public speaker, Careful and active listener, Professional and friendly, Able to think outside the box