

Mary O'Brian

Stamford, CT

646-877-xxxx

mob816@xxxxxxx.com

Customer Service Supervisor *Telecommunications*

Value Offered

Call Center Specialist with a 20-year record of providing exceptional customer service in the telecommunications and women's wear industries. Expert at delivering positive, personal experience to customers while providing support, information, and problem-solving services.

Skilled at transforming customer feedback into actionable insights that drive revenue, boost customer loyalty, and improve processes.

Demonstrated success in supervisory leadership roles with proven mentoring/coaching and performance management skills. Strong time management skills; capable of analyzing data and generating methods of improvement. Confirmed customer influencing skills, effective sales techniques, and sales management skills.

Skills & Knowledge

- Call Center Supervision
- Multi-tasking
- Communicating clearly and effectively
- Problem Solving
- Customer Development
- Customer Needs Assessment
- Process Simplification
- Records Management
- Data Entry
- Phone Etiquette
- Inbound/Outbound Calling
- Conflict Resolution
- Company Policies
- Performance Evaluations
- Product Knowledge
- Service Quality Standards
- Telesales Operations
- Action Plans
- MS Office

CAREER NARRATIVE

Customer Sales Representative/Team Leader, TELCO, INC., New York, 2019–Present

Supervise 14-member team in busy customer service unit servicing 4,500 local customers. Ensure staff is well-prepared to handle questions, complaints, and interpret technical information regarding smartphone use and data plans.

Respond to customer inquiries via telephone in timely and appropriate manner.

Inherited chaotic department characterized by poor performance, angry customers, delays in answering questions, frequent rudeness and lack of knowledge from representatives; complaints soaring, productivity declining, staff morale suffering, and staff absenteeism rampant at 20%.

Challenged by management to fix these issues.

Initiated actions to analyze and resolve operational problems:

Conducted staff forums facilitating suggestions for enhancing service delivery. Awarded movie tickets as incentives to person who solved customer questions on first call, person who found better way of doing things, and person most frequently commended by customers.

- Staff motivation and self-esteem improved; absenteeism declined from 20% to 2%.
- Customer satisfaction spiked to 89% surpassing company target, far above 35% all-time low.

Challenge: Aging database filled with duplicate records requiring excessive staff time to enter complaints and verify customer information.

Action taken: Assigned one staff member full time to update database with new procedure aimed at fixing customer problem first then forwarding details for database entry.

- Database cleared of old data in six months. Productivity improved 30% by removing old records; new records entered in timely fashion.

Continued . . .

Career Narrative continued:

Customer Service Representative, VERIZON COMPANY, New York, NY, 2015–2019

Together with 90 customer service representatives, provided telephone assistance in New York region with 5,000+ customers. Described services, recommended options, and scheduled installations for phone, fax, and computer lines. Documented all calls enabling supervisor to monitor calls randomly and anonymously.

► *Distinguished for skill in resolving issues with angry customers.* ◀

- Processed 45 – 50 calls per day, 20% above company benchmark.
- Exceeded minimum requirement by diagnosing callers' issues in 60 seconds and completing calls in under three minutes.
- In 90% of cases, responded to caller with solution within 24 hours when unable to resolve issue in first 3-minute call.
- Sold additional services at 40% frequency of calls including national service plans, call waiting, call forwarding, caller ID, international calling plans, and phone/internet packages.
- Calmed angry caller threatening to pull \$1M account and delivered solution by day's end. Received letter of thanks from customer with copies to supervisor and company president.
- Honored in 2017 with **Employee of the Month Award** having serviced over 60 customers per day in one-month period during time of short-staffing.

Customer Service Representative, VENUS SPORTSWEAR COMPANY, Newark, NJ, 2010–2015

Sold women's catalog swimwear and sportswear by taking 60 calls per day, sometimes as many as 75. Trained 15 new customer service reps in four years. Served in interim management role during 3-month absence of supervisor. Telemonitored reps' phone calls and provided constructive feedback.

- Consistently upsold orders to increase cart value by selling additional products and recommending alternatives when items were not in stock.
- Spearheaded thriving employee recognition program featuring \$100 merchandise certificate and lunch with president to staff member with greatest sales improvement in 3-month period. Program became standard company practice based on initial success.
- Enhanced employee training protocol by transferring product information from outmoded 3-ring binder to intranet site reducing average length of reps' phone call time 45 seconds
- Recognized as **Top Seller** in 2013 for productivity exceeding that of five coworkers.

"Every customer service department needs a Mary. She has an insatiable desire to solve problems and reach targets while at the same time, maintaining calm to create a truly harmonious environment—a rarity in high-pressure environments such as these." Bob Johnson, Customer Service Manager

EDUCATION

Diploma, Brandeis High School, New York, NY

Ongoing Training:

- Closing the Sale (Venus Sportswear)
- Cross-Selling Strategies (Verizon)
- Supervising Teams (Telco, Inc.)
- Telemonitoring Procedures (Venus Sportswear)
- Verizon Product Suite (Verizon)
- Advanced Communications and Interpersonal Skills (Telco, Inc.)