



Philip Cooper

CALL CENTER OPERATIONS MANAGER

Call center operations manager with 8 years in BPO environments. Expert in workforce management, quality assurance, and IVR optimization. Raised CSAT to 92% and reduced average handle time by 20%.

CONTACT



(123) 456-7890



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LinkedIn | Portfolio



Miami, FL

KEY SKILLS

- Workforce Management
- Quality Assurance
- IVR Optimization
- CSAT Improvement
- AHT Reduction

PROFESSIONAL EXPERIENCE

Call Center Operations Manager | TechSupport Solutions, Miami, FL | September 2014 – Present

- Managed 200+ agents, increasing CSAT from 78% to 92%.
- Implemented workforce-management software, reducing AHT by 20%.
- Overhauled IVR menus, boosting first-call resolution by 15%.

Quality Assurance Supervisor | TechSupport Solutions, Miami, FL | June 2011 – August 2014

- Led QA team, improving script adherence from 80% to 95%.
- Coached agents to reduce escalations by 30%.

EDUCATION

MBA in Service Operations

Florida International University, Miami, FL | May 2011

B.S. in Communications

Florida International University, Miami, FL | May 2009