

MARCUS HOLLOWAY

Operations supervisor with 8 years overseeing customer service and inside sales floors. Known for cutting handle times without burning out the team, and for moving newer reps into top-quartile performers within two quarters.

Contact Information

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-  Raleigh, NC

Education

- B.A., Communication
- NC State University
- May 2016

Key Skills

- Team coaching and 1:1s
- Call quality scoring (Verint, Calabrio)
- Salesforce CRM
- Pipeline reviews
- Scheduling and shift planning
- Conflict resolution
- Performance improvement plans
- KPI reporting

Professional Experience

INSIDE SALES SUPERVISOR | BRIGHTLINE TELECOM SOLUTIONS, RALEIGH, NC
FEBRUARY 2021 – PRESENT

- Lead a team of 14 inside sales reps handling SMB renewals and upsell across the Southeast region.
- Restructured call routing logic with our RevOps lead, lifting connect rate from the high-20s to roughly 38%.
- Hit \$4.7M in team-attributed bookings in 2023, up from \$3.2M the year prior.
- Run weekly 1:1 coaching with each rep, plus a Friday call-review block where we tear down two recorded calls.
- Built the ramp plan now used for all new hires across three sister teams.

CUSTOMER SERVICE SUPERVISOR | BRIGHTLINE TELECOM SOLUTIONS, RALEIGH, NC
JUNE 2019 – JANUARY 2021

- Supervised a 22-person inbound queue covering billing disputes and service changes.
- Cut average handle time from around 9 minutes to under 6 by reworking the dispute workflow.
- Owned scheduling, shift swaps, and weekly QA scoring in Verint.
- Coached three reps into team lead roles during my time on the queue.

SENIOR CUSTOMER SERVICE REPRESENTATIVE | BRIGHTLINE TELECOM SOLUTIONS, RALEIGH, NC
JUNE 2016 – MAY 2019

- Handled escalated billing and retention calls, with a save rate above team average most months.
- Trained 11 new hires across two cohorts as the floor's go-to mentor.
- Closed out the year as top CSAT on the team in 2018.