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Frank Rogers

Call Center Representative

Call center team lead with 11 years on the floor, the last 4 supervising a 16-rep inbound team for a healthcare BPO. Owns daily coaching, schedule adherence, and escalation calls while building reps into promotion-ready specialists.

CONTACT INFORMATION



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KEY SKILLS

- Team coaching and 1:1s
- NICE WFM and real-time adherence
- Genesys Cloud reporting
- QA calibration
- Medicare CMS guidelines
- Escalation handling
- Performance improvement plans
- Schedule bidding and PTO management
- Power BI dashboards
- Training delivery

Professional Experience

TEAM LEAD, MEMBER SERVICES | HALCYON CONTACT SOLUTIONS, GREENSBORO, NC

2021 - PRESENT

- Lead a 16-rep inbound team handling Medicare Advantage member calls across two shifts and weekend rotation.
- Drove team QA average from 84 to 92.3 over 18 months through weekly 1:1 call calibrations and side-by-side coaching.
- Promoted four reps into senior or trainer roles in 2023, the highest internal promotion rate of any team on the program.
- Manage real-time adherence using NICE WFM, holding the team to 91%+ schedule adherence even during open enrollment.
- Take supervisor escalation calls personally, resolving roughly 85% without filing a grievance or CTM with the client.

SENIOR CALL CENTER REPRESENTATIVE | HALCYON CONTACT SOLUTIONS, GREENSBORO, NC

2019 - 2021

- Handled most complex member appeals and grievance intake calls for the team.
- Served as nesting coach for three training waves, covering CMS scripting requirements and CRM workflows.
- Held average handle time of 6:12 against a team target of 7:00 while keeping QA above 95.
- Drafted the team's quick-reference guide for Star Ratings questions, still in use by the program today.

CALL CENTER REPRESENTATIVE | PIEDMONT AUTO INSURANCE GROUP, WINSTON-SALEM, NC

2016 - 2019

- Took inbound calls for policy changes, claims FNOL, and roadside assistance dispatch, 70-90 calls per shift.
- Won the regional Customer Choice award twice based on post-call survey scores.
- Trained on three lines of business within first year and floated across queues to cover call spikes.
- Mentored two reps who later moved into the claims adjuster training program.

CUSTOMER SERVICE ASSOCIATE | GREENSBORO MUNICIPAL UTILITIES, GREENSBORO, NC

2013 - 2016

- Answered roughly 60 inbound calls per shift for residential billing, payment plans, and meter read disputes.

- Processed payment arrangements totaling around \$480,000 annually with under 2% default follow-up.
- Recognized as top CSAT performer in 2015 with a 4.82 out of 5 rolling average.
- Cross-trained on lobby cashier window to support staffing gaps.

Education

- Bachelor of Science, Business Management, North Carolina A&T State University, 2013
- ICMI Certified Contact Center Supervisor, 2022