



Hassan Novak

Call Center Supervisor

Promoted from call center agent to supervisor within one year, raising the customer satisfaction score from 81 to 93 by coaching agents on active listening, de-escalation, and first-call resolution techniques. Experienced in CRM Software, ServiceTitan, quality monitoring software, KPI reporting, and call script development across 2 years of call center operations.

CONTACT INFORMATION



(931) 555-0118



hassan.novak@example.com



Crossville, TN 12345

KEY SKILLS

- CRM Software
- ServiceTitan
- Quality Monitoring Software
- Microsoft Office
- KPI Reporting
- Call Script Development
- Agent Coaching
- Schedule Management
- Conflict Resolution
- First-Call Resolution

Professional Experience

CALL CENTER SUPERVISOR | CUMBERLAND PLATEAU HOME SOLUTIONS, CROSSVILLE, TN

2025 - PRESENT

- Raised the customer satisfaction score from 81 to 93 by coaching agents on active listening, de-escalation, and first-call resolution techniques.
- Increased appointments booked per day from 64 to 87 by restructuring call scripts and adding a same-day confirmation step that reduced no-shows.
- Reduced average response time to inquiries from 19 minutes to 8 minutes by reassigning queue priorities and monitoring real-time dashboards.
- Reviewed 36 recorded calls per week using quality monitoring software to identify coaching opportunities and reinforce script adherence.

CALL CENTER AGENT | OBED RIVER INSURANCE GROUP, COOKEVILLE, TN

2024 - 2025

- Maintained a personal customer satisfaction score of 91 across an average of 74 inquiries per shift by following established scripts and verifying caller information in the CRM software.
- Booked an average of 47 appointments per day for field representatives, exceeding the team target of 38 appointments.
- Resolved escalated billing questions within an average of 11 minutes by cross-referencing account notes in ServiceTitan and coordinating with the billing department.

Education

- BS in Business Administration
Tennessee Technological University, Cookeville, TN | 2020 - 2024