

Sana Baptiste

Team Leader

CONTACT INFORMATION

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Elko, NV 12345

EDUCATION

- **BS in Business Administration**
  University of Nevada, Reno, Reno, NV | 2016 - 2020

KEY SKILLS

- CRM Tools
- Excel
- Slack
- Trello
- KPI Tracking
- Call Quality Monitoring
- Conflict Resolution
- Compliance Documentation
- Team Scheduling
- Client Retention Strategy

ABOUT ME

Customer service professional with 6 years of experience, including 4 years in supervisory roles overseeing agent performance, compliance readiness, and client retention programs. Reduced average call handling time by 10% by restructuring call scripts and adding a triage checklist. Skilled in CRM tools, Excel, Slack, Trello, KPI tracking, and call quality monitoring.

PROFESSIONAL EXPERIENCE

TEAM LEADER | RUBY MOUNTAIN CUSTOMER SERVICES, ELKO, NV

2023 - PRESENT

- Reduced average call handling time by 10% within 7 months by restructuring call scripts and adding a triage checklist that shortened wrap-up by 48 seconds per interaction.
- Held client retention at 88.3% across 214 accounts by flagging at-risk renewals in the CRM and completing outreach calls within 24 hours of each alert.
- Led the team through 2 internal compliance audits, earning a 99.19% pass rate by updating documentation standards and running weekly mock reviews.
- Scheduled and ran 3 coaching sessions per week using Slack, addressing call quality scores that fell below the 4.2 threshold on the 5-point scale.

ASSISTANT TEAM LEADER | HUMBOLDT BASIN SUPPORT GROUP, WINNEMUCCA, NV

2021 - 2023

- Improved client retention from 79.7% to 85.8% over 14 months by building a proactive outreach program that contacted at-risk accounts 5 days before renewal deadlines.
- Cut average call handling time by 11 seconds per call by creating a quick-reference knowledge base of 63 common issue resolutions in Excel.
- Prepared the team for a quarterly compliance audit, contributing to a pass rate of 37 out of 38 reviewed categories by auditing recorded calls for script adherence.
- Tracked daily KPIs for a group of 12 agents, distributing performance scorecards each morning and flagging trends within 2 hours of shift start.

CUSTOMER SERVICE REPRESENTATIVE | LAMOILLE CREEK SOLUTIONS LLC, ELKO, NV

2020 - 2021

- Retained 91 of 104 assigned accounts over a 12-month period by logging follow-up tasks in the CRM within 30 minutes of each interaction.
- Reduced personal average call handling time from 7 minutes 42 seconds to 6 minutes 18 seconds by practicing structured call openings.

- Documented compliance checklist updates for 27 product disclosures, supporting the team's audit readiness ahead of the annual review.