



Sofia Castellano

Director of Contact Center Operations

Contact center operations leader with 11 years of experience managing multi-site teams of up to 118 indirect agents. Reduced annual employee turnover from 50.1% to 19.04% by introducing a tiered career-path framework with quarterly skill assessments and promotion benchmarks. Skilled in workforce planning, KPI analysis, CRM software, and staff scheduling.

CONTACT INFORMATION



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Bennington, VT 12345

EDUCATION

BS Business Administration, University of Vermont

Burlington, VT | 2011 – 2015

KEY SKILLS

- Workforce Planning
- CRM Software
- Microsoft Office
- KPI Analysis
- Employee Retention Strategies
- Quality Monitoring Software
- Dashboard Tools
- Staff Scheduling
- Process Improvement
- OSHA Compliance

PROFESSIONAL EXPERIENCE

DIRECTOR OF CONTACT CENTER OPERATIONS | GREEN MOUNTAIN CUSTOMER SOLUTIONS, BENNINGTON, VT

2020 – PRESENT

- Manage 26 direct reports across two contact center locations, overseeing 118 indirect agents who handle residential and commercial service inquiries.
- Reduced annual employee turnover from 50.1% to 19.04% by introducing a tiered career-path framework with quarterly skill assessments and promotion benchmarks.
- Restructured the supervisory layer to add 4 team-lead roles, cutting the average manager-to-agent ratio from 1:22 to 1:14 and reducing escalation volume by 347 cases per month.
- Partnered with HR to redesign the onboarding workflow, shortening time-to-productivity for new agents from 26 days to 17 days.

CALL CENTER MANAGER | TACONIC RIDGE INSURANCE PARTNERS, MANCHESTER, VT

2017 – 2020

- Directed 14 direct reports and 73 indirect agents, maintaining full staffing coverage across weekday and weekend shifts.
- Lowered frontline employee turnover from 49.9% to 22.41% within 18 months by implementing stay interviews and revising the shift-bid process.
- Created a peer-mentorship program pairing tenured agents with new hires, reducing 90-day attrition by 9 agents per quarter.
- Produced monthly workforce reports in Microsoft Office summarizing headcount trends, open requisitions, and overtime hours for senior leadership.

CALL CENTER SUPERVISOR | BATTENKILL CREEK HOME SERVICES, ARLINGTON, VT

2015 – 2017

- Supervised 11 direct reports handling inbound service requests, conducting weekly one-on-one coaching sessions averaging 25 minutes each.
- Decreased team turnover from 33.41% to 20.03% by identifying top attrition drivers through exit-interview analysis and adjusting scheduling practices.

- Tracked agent attendance and shift-swap requests in CRM software, resolving 94.6% of scheduling conflicts within 24 hours.