



Isaac Nash

Call Center Manager

Call center leader with 6 years of experience who raised a quality assurance score from 79 to 91 by redesigning call evaluation rubrics and conducting biweekly calibration sessions with team leads. Increased technician utilization rate from 76.7% to 89.9% by coordinating dispatch priorities with field operations and aligning appointment windows to service zones.

CONTACT INFORMATION

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 Tooele, UT 12345

EDUCATION

BS in Communication Studies
Utah State University, Logan, UT 2016
- 2020

KEY SKILLS

- Quality Monitoring Software
- ServiceTitan
- CRM Software
- KPI Dashboard Development
- Workforce Scheduling
- Call Routing Optimization
- QA Calibration
- Microsoft Office
- Dispatch Coordination
- Agent Coaching

PROFESSIONAL EXPERIENCE

Call Center Manager | 2023 - Present

Stansbury Peak Home Services, Tooele, UT

- Raised the quality assurance score from 79 to 91 by redesigning call evaluation rubrics and conducting biweekly calibration sessions with team leads.
- Reduced average call wait time from 4.3 minutes to 1.8 minutes by restructuring inbound routing rules and adjusting staffing plans during peak hours.
- Increased technician utilization rate from 76.7% to 89.9% by coordinating dispatch priorities with field operations and aligning appointment windows to service zones.
- Built weekly KPI scorecards using dashboard tools to present wait-time trends and QA results to senior leadership each Monday.

Call Center Supervisor | 2021 - 2023

Bonneville Basin Insurance Co., West Valley City, UT

- Improved team quality assurance score from 77 to 86 by monitoring 48 recorded calls per week in quality monitoring software and delivering individualized feedback.
- Lowered average call wait time from 3.6 minutes to 2.1 minutes by rebalancing agent schedules across morning and afternoon queues.
- Maintained technician utilization rate at 84.4% by verifying appointment confirmations in ServiceTitan and filling same-day cancellation slots within 15 minutes.

Customer Service Representative | 2020 - 2021

Deseret Valley Communications LLC, Murray, UT

- Achieved a personal quality assurance score of 93 across 4 consecutive quarterly evaluations by adhering to call scripts and verifying account details in the CRM software.
- Handled an average of 67 inbound calls per shift while keeping individual call wait time under 1.4 minutes.
- Documented 23 recurring caller issues and proposed workflow changes that the supervisory team adopted within 30 days.