

Carl Furman
123, Ellis Street
Boston, MA, 01234
Contact: 123- 456-789
Email: furman@yahoo.com

Career Objective:

Seeking a customer care supervisor position in a large organization where I can apply my knowledge and experience in managing and supporting products and services offered by the organization, and improve communications among cross functional departments.

Summary of Skills:

- Over five years of supervisory experience in a manufacturing setting
- Strong attention to detail with excellent communication skills
- Proficient in creating and maintaining spreadsheets in Excel and presentations in PowerPoint
- Skilled in learning and retaining large volume of product and service specific information
- Strong organizational, prioritization, and multi-tasking skills
- Strong leadership skills with an ability to lead by example
- Excellent presentation, analytical, and reporting skills
- Strong customer service and problem-solving skills
- Positive, dexterity, and professional attitude
- Remarkable supervisory and interpersonal skills
- Ability to lift 60 pounds, and deliver under pressure

Work Experience:

Customer Care Supervisor
` Pinnacle Group, Boston, MA
January 2012 - Present

- Planning, developing, and implementing processes and procedures for care center
- Managing and reviewing team performance
- Hiring, training, and retaining employees
- Providing high class customer service to internal and external clients
- Monitoring productivity and call handling of employees
- Providing instructions and direction for calling and dealing difficult customers
- Maintaining professional relationships with cross functional departments
- Assisting employees with escalated situations
- Preparing training programs and scheduling training sessions
- Communicating with high-profile customers on personal basis

Customer Care Supervisor
Sterling Surgical Products, Boston, MA
May 2010 - December 2011

- Supervised daily activities of customer care center
- Provided oral and written instructions to employees as needed
- Reviewed performance and provided feedback to employees
- Drafted work schedules and monitored adherence
- Approved and validated timecards for payroll processing
- Organized training session to improve product awareness among employees
- Resolved grievances of customers and employees professionally
- Coordinated work-flow in tandem with other departments
- Handled difficult customers and maintained relationships

Education:

- Bachelor's Degree in Business Administrations
ABC University, Boston, MA
2009

References:

On request.