**Carl Furman**
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**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.