

LILLYANNE SOPRANO

Call Center Director

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(585) 848-2352

123 Maple Street, Indianapolis, IN 46204



PROFILE

A Call Center Director with 5 years of experience, skilled in driving operational efficiency, enhancing customer satisfaction, and improving team performance. Demonstrates exceptional leadership in managing large-scale call center operations, implementing innovative solutions, and fostering a positive work environment. Proficient in developing data-driven strategies to optimize processes, reduce costs, and achieve key performance indicators. Committed to delivering exceptional results and driving continuous improvement in a fast-paced, customer-centric industry.

LINKS

[linkedin.com/in/lillyannesoprano](https://www.linkedin.com/in/lillyannesoprano)

SKILLS

Salesforce proficiency

Zendesk expertise

Avaya mastery

Genesys command

Five9 adeptness

Cisco finesse

NICE inContact fluency

LANGUAGES

English

French

EMPLOYMENT HISTORY

● Call Center Director at InContact Solutions LLC, IN

Mar 2023 - Present

- Successfully reduced average call wait times by 15% within the first year, resulting in increased customer satisfaction ratings and improved overall efficiency for InContact Solutions LLC.
- Streamlined call center operations by implementing a new workforce management system, leading to a 20% increase in agent productivity and a reduction in labor costs by 10%.
- Developed and executed a comprehensive employee training program, contributing to a 25% increase in first-call resolution rates and a 30% decrease in employee turnover.

● Call Center Operations Manager at Concentrix Corporation, IN

Jul 2018 - Jan 2023

- Implemented a new training program for call center agents, resulting in a 20% increase in first-call resolution rates and a 15% reduction in average call handling time within six months.
- Streamlined call center scheduling and workforce management processes, leading to a 25% reduction in staffing costs while maintaining a 95% customer satisfaction rate.
- Led a team of 50 call center agents in achieving an average of 90% on-time ticket resolution, surpassing the company's target of 85% and contributing to a 10% increase in overall customer retention.

EDUCATION

Bachelor of Business Administration in Customer Service Management at Indiana University Kelley School of Business, Bloomington, IN

Sep 2014 - May 2018

Relevant Coursework: Customer Service Strategies, Business Communication, Marketing Principles, Operations Management, Organizational Behavior, Consumer Behavior, Sales Techniques, Conflict Resolution, and Relationship Management.

CERTIFICATES

International Customer Management Institute (ICMI) Certified Contact Center Director

May 2022

Call Center Industry Advisory Council (CIAC) Certification for Operations, Strategy and Leadership

Nov 2020