

# Joie Junglas

Call Center Manager

## Profile

Results-driven Call Center Manager with 2 years of experience in leading high-performing teams and optimizing customer service operations. Proficient in developing and implementing strategic plans, streamlining processes, and driving performance improvement. Adept at fostering a positive work environment that motivates agents, maximizes productivity, and ensures exceptional customer experiences. Demonstrated ability to meet and exceed performance metrics while maintaining strict adherence to quality and compliance standards.

## Employment History

### Call Center Manager at Stericycle Communication Solutions, OH

Feb 2023 - Present

- Successfully reduced average call wait time by 25% within the first year, leading to increased customer satisfaction and improved client retention rates for Stericycle Communication Solutions in Ohio.
- Implemented a comprehensive training program for new hires that resulted in a 20% improvement in first-call resolution rates, contributing to a more efficient and effective call center operation.
- Developed and executed strategies that led to a 15% increase in overall team productivity, ensuring that Stericycle Communication Solutions exceeded key performance indicators and maintained a competitive edge in the industry.

### Assistant Call Center Manager at InfoCision Management Corporation, OH

Jul 2021 - Jan 2023

- Implemented a new training program for call center representatives, resulting in a 20% increase in first-call resolution rates and a 15% reduction in average call handling time within six months.
- Achieved a 25% improvement in overall customer satisfaction scores by introducing regular feedback sessions and coaching for call center agents, driving continuous performance improvements.
- Successfully managed a team of 50 call center agents and reduced employee turnover by 30% through the implementation of targeted retention strategies, including regular performance reviews, incentives, and employee engagement initiatives.

## Education

### Bachelor of Business Administration in Customer Service Management at Miami University, Oxford, OH

Aug 2017 - May 2021

Relevant Coursework: Customer Service Strategy, Consumer Behavior, Effective Communication, Conflict Resolution, CRM Systems, Service Operations Management, Sales and Marketing, Business Ethics, and Team Leadership.

## Certificates

## Details

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## Links

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

## Skills

Salesforce proficiency

Zendesk expertise

Workforce management

Quality assurance

Performance metrics

Conflict resolution

Coaching techniques

## Languages

English

Dutch

## Hobbies

Photography

Gardening

Playing musical instruments