

Janece Hilerio

Call Center Operations Manager

Profile

Dedicated Call Center Operations Manager with 5 years of experience in leading high-performing teams and driving customer satisfaction. Adept at optimizing operations through data analysis, process improvement, and workforce management. Proven success in enhancing productivity, reducing costs, and fostering a positive work environment. Demonstrated ability to develop and maintain strong client relationships while consistently meeting performance targets.

Employment History

Call Center Operations Manager at Delaware Business Systems, DE

Mar 2023 - Present

- Successfully reduced average call waiting time by 25% within the first year by implementing efficient call routing strategies and enhancing agent training programs, leading to higher customer satisfaction ratings for Delaware Business Systems, DE.
- Achieved a 15% increase in first-call resolution rates by optimizing agent performance through targeted coaching sessions, regular feedback, and implementing effective knowledge management systems, resulting in improved service quality and customer retention.
- Streamlined workforce management by introducing advanced scheduling and forecasting tools, which led to a 20% reduction in labor costs and a 10% improvement in overall call center productivity for Delaware Business Systems, DE.

Assistant Call Center Operations Manager at Sallie Mae, DE

Aug 2018 - Feb 2023

- Successfully reduced average call handling time by 25% within six months by implementing targeted training and coaching sessions, resulting in increased efficiency and improved customer satisfaction scores.
- Achieved a 15% increase in first-call resolution rates within one year by developing and implementing new call center procedures, leading to higher customer retention and reduced operational costs.
- Oversaw the expansion of the call center team by 30% within two years, effectively managing the recruitment, training, and onboarding processes, while maintaining high employee engagement and performance levels.
- Implemented a new performance tracking system that increased agent productivity by 20% within six months, enabling the call center to handle a higher volume of calls without compromising service quality.

Certificates

Certified Call Center Manager (CCCM)

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📍 123 Main St, Wilmington, DE 19801

Education

Bachelor of Business Administration in Operations Management at University of Delaware, Newark, DE

Sep 2013 - May 2018

Relevant Coursework: Operations Management, Supply Chain Management, Quality Management, Project Management, Strategic Management, Business Analytics, Process Improvement, Lean Six Sigma, Inventory Management, and Logistics Management.

Links

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

Skills

Workforce Management

Quality Assurance

Performance Metrics

CRM Software

Conflict Resolution

Process Improvement

Telephony Systems

Languages

English

Urdu