

Maecie Titone

Team Lead

Details

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(987) 556-4688

123 Oak Street, Austin, TX 78701

Profile

A dedicated Team Lead with 2 years of experience in managing diverse teams, driving operational efficiency, and delivering exceptional results. Strong background in streamlining processes, enhancing productivity, and fostering a collaborative environment. Adept at leveraging excellent communication and interpersonal skills to motivate team members, ensuring timely project completion and the achievement of organizational goals.

Employment History

Team Lead at AT&T, TX

Mar 2023 - Present

- Successfully managed a team of 15 customer service representatives, achieving a 20% increase in overall customer satisfaction ratings within the first six months.
- Streamlined internal communication processes, reducing average team response time by 25% and resulting in a 15% improvement in issue resolution rates.
- Implemented a new training program for new hires, reducing onboarding time by 30% and increasing first-month performance metrics by 10%.
- Exceeded quarterly sales targets by an average of 12%, contributing to an overall annual revenue growth of 8% for the AT&T branch in TX.

Associate Team Lead at Dell Technologies, TX

Jul 2021 - Jan 2023

- Successfully managed a team of 10 associates, achieving a 25% increase in overall productivity and a 15% reduction in average project completion time within the first year of leadership.
 - Implemented new training and development programs for team members, resulting in a 97% certification completion rate and a 35% improvement in key performance metrics.
 - Streamlined internal communication processes, leading to a 20% reduction in miscommunications and a 10% increase in overall team satisfaction.
 - Spearheaded a critical project for a major client, delivering the project on-time and 5% under budget, while maintaining a 100% customer satisfaction rating.
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Education

Bachelor of Business Administration in Management and Leadership at Texas A&M University, College Station, TX

Sep 2017 - May 2021

Relevant Coursework: Organizational Behavior, Strategic Management, Leadership Theory, Business Ethics, Human Resource Management,