

MARIJANE BALD

Call Center Director

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S Alma School Rd, Mesa, AZ 85210



PROFILE

I have over 5 years of experience as a Call Center Director. In my current role, I am responsible for overseeing the day-to-day operations of the call center and ensuring that all agents are providing excellent customer service. I have developed strong leadership skills and am able to motivate team members to reach their full potential. I am also proficient in various computer systems and applications which has allowed me to streamline processes and improve efficiency within the call center.

LINKS

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

SKILLS

Call center management

Call center operations

Customer service

Employee supervision

Training and development

Performance management

Project management

LANGUAGES

English

German

EMPLOYMENT HISTORY

● Call Center Director at First Company Name, AZ

May 2022 - Present

- Led a team of 50 customer service representatives who handled an average of 1,500 calls per day.
- Improved call center metrics by implementing new quality assurance procedures.
- Increased customer satisfaction scores by developing new training programs for call center staff.
- Reduced call abandon rates by 20% through the implementation of new staffing schedules.
- Implemented a new CRM system that improved call center efficiency by 30%.

● Assistant Call Center Director at Second Company Name, AZ

Aug 2017 - Mar 2022

- Successfully implemented a new call center system which resulted in a 20% increase in efficiency.
- Trained and developed a team of 30 call center representatives who achieved average customer satisfaction rating of 4.5/5.
- Successfully launched a new product line which generated \$2 million in revenue in the first year.
- Decreased customer churn rate by 15%.
- Achieved 100% compliance with company policies and procedures.

EDUCATION

Bachelor of Science in Business Administration at Arizona State University

Sep 2012 - May 2017

I have learned how to manage a business, including finances, marketing, and operations.

CERTIFICATES

Certified Call Center Director (CCCD)

Jan 2021

Certified Customer Service Manager (CCSM)

May 2019

MEMBERSHIPS

American Association of Inside Sales Professionals (AA-ISP)

The Call Center Management Association (CCMA)