

Madalena Kuric

Call Center Lead

✉ madalena.kuric@gmail.com

☎ (145) 561-9072

📍 Main Street, Enid, OK 73701

Education

High School Diploma at Putnam City High School, Oklahoma City, OK

Aug 2012 - May 2017

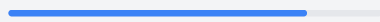
I've learned how to listen to and understand lectures, read and comprehend texts, and write essays.

Links

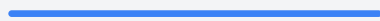
[linkedin.com/in/madalenakuric](https://www.linkedin.com/in/madalenakuric)

Skills

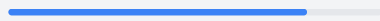
Communication



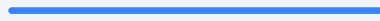
Customer Service



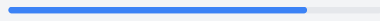
Leadership



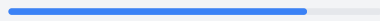
Organization



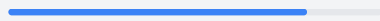
Time Management



Training

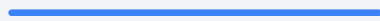


Quality Assurance

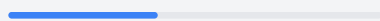


Languages

English



Arabic



Profile

I am a Call Center Lead with over 5 years of experience in the industry. I have worked extensively with customer service and support, managing teams of up to 25 agents. I am passionate about providing excellent customer service and ensuring that my team is meeting all expectations. My goal is always to increase efficiency and productivity while maintaining high quality standards. In my previous role, I successfully implemented a new call center software which resulted in increased productivity by 15%.

Employment History

Call Center Lead at Concentrix, OK

Mar 2022 - Present

- Led a team of 12 call center agents in providing excellent customer service.
- Handled an average of 80 calls per day and resolved issues in a timely manner.
- Trained new employees on company policies and procedures.
- Maintained a high level of accuracy in data entry and reporting.
- Monitored employee performance and provided feedback to improve productivity.

Call Center Supervisor at Alorica, OK

Sep 2017 - Feb 2022

- Supervised a team of 10 customer service representatives taking an average of 120 calls per day.
- Implemented a new call routing system that decreased call wait times by 15%.
- Trained new customer service representatives on best practices and company policies.
- Resolved escalated customer complaints.
- Monitored call center metrics and performance indicators.

Certificates

Certified Call Center Lead Professional (CCLLP)

Dec 2020

Certified Diverse Call Center Lead Professional (CDCCLP)

Apr 2019

Memberships

American Association of Inside Sales Professionals

The Call Center Association