

# Vickie Neziri

Call Center Manager

## Profile

I am a Call Center Manager with over 5 years of experience. I have successfully managed call center operations and improved customer satisfaction levels. I possess excellent leadership and communication skills, which are essential in managing a team of call center agents. I am also well-versed in the latest call center technologies and trends.

## Employment History

### Call Center Manager at American Income Life, WV

May 2022 - Present

- Led a team of 50 customer service representatives in a high-volume call center.
- Answered an average of 150 calls per day while maintaining a 90% satisfaction rating.
- Trained new hires on company policies and procedures.
- Developed and implemented a new customer retention program.
- Increased sales by 20% through upselling and cross-selling techniques.

### Assistant Call Center Manager at The Hartford, WV

Aug 2017 - Mar 2022

- Hired and trained a team of 15 customer service representatives.
- Implemented new call center software which resulted in a 50% increase in efficiency.
- Developed a new system for tracking customer complaints which led to a 70% decrease in complaints.
- Negotiated with vendors to get discounts on supplies, leading to a 10% decrease in operating costs.
- Created a rewards program for employees which resulted in a 20% increase in employee satisfaction.

## Education

### High School Diploma at Parkersburg High School, Parkersburg, WV

Sep 2013 - May 2017

Some skills I've learned are time management, communication, and organization.

## Certificates

### Certified Call Center Manager (CCCM)

Dec 2020

### Certified Customer Service Professional (CCSP)

Jul 2019

## Memberships

American Association of Inside Sales Professionals

International Customer Management Institute

## Details

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## Links

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## Skills

Communication

Customer Service

Organization

Time Management

Conflict Resolution

Employee Training and Development • Process Improvement

## Languages

English

Bengali

## Hobbies

Organizing

Listening to music

Cooking