

Laquesha Pokrywka

Call Center Operations Manager

✉ laquesha.pokrywka@gmail.com
☎ (696) 457-4284
📍 Emory Lane, Wichita, KS 67202

EDUCATION

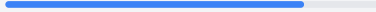
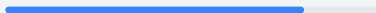
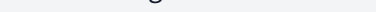
High School Diploma at Wichita High School, Wichita, KS
Sep 2013 - May 2017

I've learned how to study for and take tests, how to do research, and how to write papers.

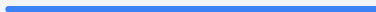
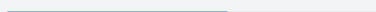
LINKS

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

SKILLS

Communication 
Organization 
Time Management 
Customer Service 
Conflict Resolution 
Stress Management 

LANGUAGES

English 
Hindi 

HOBBIES

Organizing
Crafting
Decorating

PROFILE

I have over 5 years of experience as a Call Center Operations Manager. I am responsible for the overall performance of the call center, including staffing, training, and quality assurance. I have successfully implemented new processes and technologies to improve efficiency and customer satisfaction. I am an effective leader with strong interpersonal skills.

EMPLOYMENT HISTORY

- **Call Center Operations Manager at American Call Center Solutions, KS**
May 2022 - Present
 - Led a team of call center representatives which handled an average of 500 customer inquiries per day, resulting in a 15% increase in customer satisfaction.
 - Implemented new call center software which improved efficiency by 25%.
 - Negotiated with vendors to secure lower prices for call center supplies, resulting in a savings of \$5,000 per year.
 - Created and implemented new training program for call center representatives, resulting in a decrease in turnover by 30%.
- **Senior Call Center Operations Manager at Mid-American Call Center, KS**
Jul 2017 - Apr 2022
 - Led a team of 50 customer service representatives that handled an average of 500 calls per day.
 - Developed and implemented new call center procedures that increased efficiency by 15%.
 - Trained new customer service reps on company policies and procedures.
 - Monitored calls for quality assurance purposes and provided feedback to reps.
 - Analyzed call data to identify trends and areas for improvement.

CERTIFICATES

Certified Call Center Operations Manager (CCOM)
Jan 2021

Certified Customer Service Professional (CCSP)
Jan 2019

MEMBERSHIPS

American Association of Inside Sales Professionals (AA-ISP)
The Call Center Management Association (CCMA)