

MARY O'BRIEN

1230 Fordham Road | Bronx, NY 10467 | H: 718-676-9988 | C: 646-877-2233 | mob303@hotmail.com

TELECOMMUNICATIONS CUSTOMER SERVICE SUPERVISOR



“Mary has an insatiable desire to solve problems and reach targets.”

– Customer Service Manager, Verizon

Distinguished Customer Service Leader bringing an award-winning record in delivering customer service excellence and leading high-performing teams in formulating initiatives to enhance the client experience and ensure retention. Excellent communicator and motivator known for creating procedures, metrics and rewards programs to improve employee morale and productivity. Recognized for increasing customer satisfaction rates to all-time highs.

CORE COMPETENCIES

- Staff Training/Development
- Scheduling
- Productivity Enhancements
- Process Improvements
- Customer Service Strategy
- Relationship Building
- Telemonitoring/Metrics
- Total Quality Management
- Communication
- Team Motivation
- Sales Principles
- Call Center Operations

PROFESSIONAL EXPERIENCE

TELCO INC., NEW YORK, NY

2010 – PRESENT

CUSTOMER SERVICE TEAM LEADER

Provide direct oversight and leadership to a team of 14 in a busy customer service department, facilitating 4,500 customers with technical questions on cellular data plans and functionality as well as account billing inquiries. Assist clients in replacing and/or repairing damaged smartphones. Serve as primary liaison between team and Customer Service Manager. Ensure team addresses customer issues courteously, timely and in compliance with established procedures.

- Took over poorly performing division, revitalizing an all-time low customer satisfaction level of 35% to 89%, surpassing company target by involving team in collaborative efforts to improve procedures.
- Boosted employee morale and decreased absenteeism from over 20% to 2% by holding weekly team meetings and implementing reward/incentive initiatives.
- Catapulted productivity by 30% on issue resolution by designating one person as the sole database manager, eliminating duplicate/inaccurate entries and freeing up representatives' time to focus on the customer.

VERIZON, NEW YORK, NY

2006 – 2010

CUSTOMER SERVICE REPRESENTATIVE

Professionally and politely fielded customer service inquiries for over 5,000 business customers in a call center environment with 90 customer service representatives. Explained various services, executed service changes and made recommendations on service offerings. Scheduled installations for fax, phone and computer lines. Accurately documented every phone call for audit purposes.

- Completed 45-50 calls per day, consistently exceeding the organization's 40-call per day requirement.
- Diagnosed customer issues within 60 seconds and wrapped up calls within required 3-minute window 90% of the time, returning all other calls within 24-hours as expected.
- Successfully cross-sold services such as call waiting, national service plans, call forward, caller ID, international calling plans, and phone/internet packages 40% of the time.
- Secured a reputation for quickly resolving issues and managing angry customers as exemplified by saving a \$1M account by guaranteeing resolution the same day and receiving thank you letter from client.
- Regularly received above average ratings on audits and met supervisor's expectations for call monitoring.
- Nominated and received Employee of the Month Award in 2008 for managing to service over 60 clients daily over a one-month period during a time call center was understaffed.
- Maintained a perfect attendance record, never calling in sick or showing up late to work.
- Frequently requested by name to assist clients due to superior level of support provided.

PROFESSIONAL EXPERIENCE (CONTINUED)

VENUS SPORTSWEAR, NEWARK, NJ

2001 – 2006

CUSTOMER SERVICE REPRESENTATIVE

Worked at a busy sportswear retailer, delivering high levels of customer service while employing superior product knowledge to sell and upsell catalog order merchandise. Exercised professional diplomacy and demeanor in dealing with challenging customers to achieve client satisfaction and retention.

- Charged with taking up to 60 orders daily, routinely exceeding expectations by handling up to 75 calls.
- Recognized by management as a top seller in 2002 for maintaining productivity levels above all 5 of the other customer service representatives on the team.
- Routinely increased sales values by upselling additional products, leveraging comprehensive expertise on product lines, as well as a positive, outgoing personality.
- Recommended similar products when requested items were out of stock, preventing loss of sales and demonstrating exemplary customer service on every call.
- Handpicked to train new customer service representatives, mentoring 15 peers during tenure.
- Reduced the average length of time representatives spent on the phone 45 seconds per call by transferring product information from a three-ring binder onto an intranet site for easy access.
- Selected to serve as interim supervisor during a three-month maternity leave, telemonitoring customer service representatives phone calls and providing constructive feedback.
- Piloted recognition program, which became standard practice, awarding the employee with the greatest improvement in sales over three months with a \$100 gift certificate and lunch with President.

EDUCATION AND TRAINING

Professional Development Courses

Cross-Selling Strategies, Verizon Product Suite – Verizon
Supervising Teams, Advanced Communication and Interpersonal Skills – Telco Inc.
Closing The Sale, Telemonitoring Procedures – Venus Sportswear

Brandeis High School
New York, NY, 2005

COMPUTER TECHNOLOGY

Microsoft Office Suite: Word, Excel, Access, Outlook, and PowerPoint

Mary has an impressive track record, progressing into customer service positions of increasing responsibility. I utilized the opening summary to demonstrate her ability to get things done. Although she was a team leader, her approach to resolving problems was a collaborative team effort. She did not just tell her team what to do but included them in the thought process, which led to improved morale and excellent improvement initiatives. I chose a professional yet modern format to highlight her leadership, employing the use of a conservative color to help her resume stand out from the crowd.

To demonstrate Mary's career experience, I used paragraphs to begin each role with her general, day-to-day responsibilities, followed by bullet points to highlight her achievements. Bulleting the achievements help them stand out and not get lost amongst the other information about her job.

Since Mary did not have any college education, I downplayed the high school education by promoting her professional development courses taken at each company in chronological order. I omitted the courses that were not relevant to her career. I felt that highlighting her leadership, communication, and sales courses above the high school education would take some focus away from the fact she does not have a college degree. Also, by the time the reader reaches the second page, they will have already been impressed by all of Mary's outstanding achievements throughout her 14-year career.