


# Ashley Doyle

## Call Center Manager

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(123) 456-7890 

Denver, CO 

[LinkedIn](#) 

## Work Experience

### HealthFirst - Call Center Manager

2012 - current

Denver, CO

- Managed 35+ staff members within 3 call center departments.
- Developed improved interview processes with the use of mock calls, decreasing the instance of poor hiring choices by 95%.
- Utilized information gathered from call rates, customer ratings, and complaint resolution percentages to generate 12+ new trainings per year for underperforming staff.
- Coordinated staff scheduling and established target goals for all staff members, increasing the yearly call rate by 10%.
- Assisted customers in a respectful, empathetic manner when complaints escalated, reducing the risk of negative reviews by 40%.

### Doctor.com - Call Center Manager

2010 - 2012

Denver, CO

- Spearheaded new staff training programs, and provided routine coaching for 20+ staff members.
- Actively recruited new staff members through the use of social media sites, increasing the number of highly-qualified, successful call agents hired by 15%.
- Redesigned Doctor.com call routing system, improving customer experiences and reducing wait time by 5+ minutes.
- Suggested and implemented Live Chat feature on website, reducing the need for 50+ calls per hour by answering frequently asked and simple questions more efficiently.
- Met or exceeded 100% of quarterly company sales targets.

### Doctor.com - Call Center Representative

2006 - 2010

Denver, CO

- Answered customer questions politely and efficiently, receiving 100+ 5 star reviews.
- Developed robust knowledge of products, policies, common inquiries, and suggested solutions to answer calls in a timely manner.
- Resolved 90% of customer complaints and inquiries within 3 minutes, exceeding targets by 50%.
- Built strong, collaborative relationships with 10+ agents and 2 supervisors, reducing customer wait time by 2 minutes.
- Called customers to inform them of billing issues and suggested potential solutions for common problems.
- Responded compassionately when customers expressed grievances and frustration.

## Education

### Denver East High School - High school diploma

2002 - 2006

Denver, CO

## Skills

Collaborative; Verbal Communication; Compassionate; Personable; Patient; Quick Learner