

KIVON RILEY

Call Center Supervisor

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📍 Atlanta, GA

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WORK EXPERIENCE

Call Center Supervisor

The Chef's Warehouse

📅 2019 - current 📍 Atlanta, GA

- Generated day-to-day operations plans, improving workflow and efficiency by 23%
- Supervised 17 full-time employees, providing mentorship and feedback in an encouraging environment
- Communicated performance reviews to employees, providing incentives for improvements that boosted sales from underperforming staff by 18%
- Created break schedule with time away from screens that improved staff satisfaction by 60% and work quality by 35%
- Handled customer disputes, utilizing negotiation skills to reduce conflict and the instance of negative reviews by 70%

Call Center Manager

MetroPlus Health Plan

📅 2017 - 2019 📍 Atlanta, GA

- Managed a team of 20+ representatives, providing coaching and encouragement that reduced turnover rates by 25%
- Evaluated representatives' performance using phone reporting systems, call recordings, and customer sign-up rates, generating 3 annual performance reviews
- Attended 150+ hours of training on management strategy
- Awarded Regional Employee of the Month in 2018 for identifying performance metrics and systematically improving representative's sales by 20% or more

Call Center Representative

LifeStation

📅 2013 - 2017 📍 Atlanta, GA

- Achieved a 97% 5-star customer experience rating for having a courteous, helpful demeanor toward customers
- Crafted bulleted product lists and key product information for call staff, reducing wait times by 30% and reducing new hire training time by 20 hours
- Handled customer complaints from a patient, understanding standpoint, reducing the likelihood of negative reviews by 75%
- Outpaced target call rates by 18%, answering 8+ calls per hour

EDUCATION

Associate of Arts

Communication

Atlanta Metropolitan College

📅 2002 - 2004

📍 Atlanta, GA

SKILLS

Collaboration

Leadership

Verbal Communication

Problem Solving

Microsoft Excel