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# HOMER WINN

## Call Center Manager



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Brooks, MN, United States


### Education


#### University of Minnesota


2010 - 2014


United States, Minneapolis, MN


### Skills


CRM software (Salesforce, Zendesk) 


Microsoft Office Suite (Word, Excel, PowerPoint) 


Call Center Telephony Systems 


Data Analytics Tools (Tableau, Power BI) 

Staff Scheduling 

Call Center Operations 

Conflict Resolution 

Process Improvement 

Quality Assurance 

### Professional summary

Dedicated and results-driven Manager with over 10 years of experience in managing high-volume call centers. Proven ability to lead teams to exceed performance targets, enhance customer satisfaction, and implement process improvements. Expertise in developing training programs, managing budgets, and utilizing data analytics to drive operational efficiency.

### Experience

#### Connecto

June 2020 - Now

United States, Minneapolis, MN

#### Call Center Manager

- Manage a call center with over 100 agents, ensuring top-tier customer service and operational efficiency.
- Utilize data analytics to identify trends and areas for improvement.
- Implement quality assurance processes that improved first-call resolution rates by 25%.

#### Connecto

November 2018 - May 2020

United States, Minneapolis, MN

#### Assistant Call Center Manager

- Assisted in managing daily operations of a 75-agent call center, focusing on maintaining high service standards.
- Collaborated with IT and HR departments to streamline onboarding processes.
- Developed incentive programs to motivate staff, resulting in a 30% increase in employee retention rates.

#### TechHelp Inc.

June 2014 - April 2018

United States, Minneapolis, MN

#### Call Center Supervisor

- Conducted training sessions on new software and processes, improving team efficiency.
- Implemented feedback mechanisms to gather customer insights, aiding in service enhancements.
- Assisted in the development of call scripts and workflows, optimizing call center operations.

