

John Smithishly

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Professional Profile

Proven professional with over 10 years of experience in the Telecommunication Service's industry with career progression from Customer Service Representative to Department Manager. Proven success and execution in service delivery, office management, program planning, project management, policy development and problem resolution. Recipient of multiple Quality Service awards.

Work History

USA Mobility	Pennington, NJ	2015 - Present
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Quality Control Manager

- Reviewed in-place processes and determined solutions for streamlining effectiveness, resulting in 20% increase in production.
- Assisted Training Director in the preparation of numerous documents
- Team leader for the identification and implementation of changes designed to increase the quality and quantity of production; received salary bonus for superior work.
- Facilitated internal training to build in-house expertise, product awareness, and staff confidence.

Superior Marketing	Paramus, NJ	2012 - 2015
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Senior Rep/Team Leader

- Detected and promoted the need for further employee development and training in an effort to reach the highest possible performance standards.
- Provided feedback and support to staff of 25 concerning customer service procedures.
- Implemented interpersonal and communication skills when assisting staff with difficult callers.
- Decreased service desk turnaround time by 50% with an SMS-based customer service support system

Advance Telecom	Tabernacle, NJ	2010 - 2012
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Customer Service Representative

- Continuously exceeded company mandated quota for calls answered per shift.
- Utilized communication and problem solving skills with clients.
- Provided problem resolution for approximately 500 calls each week.

Candy Confections	Somerville, NJ	2007 - 2010
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Candy Maker/Cashier

- Quickly learned products available to assist customers in selecting confections for their events.
- Worked morning shifts making product before school and evening shifts selling confections.
- Participated in inventory and supply ordering process for production and retail items.

Education

Any County College	Cape May, NJ	2008 - 2010
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AS Business Administration

Dean's list for my last two semesters.