

Background**Summary**

Leading cross-functional teams to deliver the highest level of service to customers.

As an ambitious and performance-driven Senior Manager, I possess a solid history of providing exceptional leadership in highly competitive markets. Each and every day, I succeed in delivering expert guidance to customer service teams, resulting in high-quality, productive outcomes at one of the country's top Telecommunication Corporations.

Throughout my career, I have repeatedly proven that there is no challenge too difficult to overcome. In fact, in helping businesses overcome complex challenges, I have also taken their establishments to new heights. Companies rely on me for my outstanding ability to develop innovative, progressive strategies and solutions that support business growth. My unwavering dedication to building and empowering cross-functional teams to achieve peak levels of quality, service, and satisfaction drives high levels of business success and profitability.

In my present role as a Nirvana Care Supervisor, I have driven the development and implementation of innovative strategies to improve and enhance the overall customer service experience. My background and skills include:

- ◆ New Business Development
- ◆ Cross-Functional Team Leadership
- ◆ Continuous Improvement
- ◆ Quality Assurance
- ◆ Operations Management
- ◆ Call Center Management
- ◆ Training and Development
- ◆ Client Engagement
- ◆ And More

My goal is to deliver nothing less than a world-class customer service experience, which is not only my focus but my commitment.