lovetoknow
advice women can trust
Logo will not print with document

Thomas K. Montgomery

341-A Stanton St. Harrisville, TN 55555 rkm2@localisp.com
Home: (555) 497-4568 Cell: (555) 487-9983

Qualifications

Detailed, good-natured and resourceful customer service professional desires to share abilities to improve Katal's customer service relations, reduce online support time through targeted assistance and increase team efficiency.

Experience includes:

- Supervision of up to 10 employees on one shift
- Training of all new call-center employees
- Management of more than 300 daily calls
- Update and redesign of 100-page call center operations manual, resulting in increased efficiency by 40 percent
- Establishment of general greeting and customer service procedures
- Organization and projection of shift objectives and goals
- Accounting and money drops of $5,000 and greater
- Processing of shift reports and status results
- Maintenance of POS terminals and EDC phone systems

Experience

MetroNow Call Services, Harrisville, TN	Dec. 2004 - present
FMD Processing Center, Harrisville, TN	Sept. 2002 - Oct. 2004
Video Haven, Harrisville, TN	Dec. 1999 - July 2002

Education

Monterio County Community College, AS 1999

- Focus on marketing and information technology
- Currently studying to complete Microsoft Certification