Cordelia Vasquez-Lindqvist

Call Center Manager, Inbound Customer Care

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SUMMARY

Call center manager with 9 years in inbound customer care, currently running a 70-seat operation across phone, chat and email for a regional utility. Lifted service level from 68% to 82% in a year through better forecasting and schedule changes, and cut first-year agent attrition by about a quarter. Comfortable with Genesys, NICE workforce management and weekly reporting to directors.

EXPERIENCE

Call Center Manager — Hillsborough Bay Power and Light

Tampa, FL · Feb 2021 – Present

- Manage 70 agents and 6 team leads across phone, chat and email, handling about 1.1 million contacts a year.
- Raised service level from 68% to 82% of calls answered in 30 seconds by moving 12 shifts to match the Monday and storm-day peaks.
- Cut first-year agent attrition from 61% to 45% in 18 months with a 4-week nesting period and a buddy program.
- Brought average handle time down by 40 seconds after rewriting 9 billing call scripts with the quality team.

Claims Care Team Lead — Gulfcoast Mutual Insurance Services

Clearwater, FL · Jun 2017 – Jan 2021

- Led a team of 16 agents on claims status calls, keeping quality scores above 90% for 10 straight quarters.
- Ran 2 coaching sessions per agent each month based on call recordings, with 11 agents promoted to senior roles.
- Built a daily queue report in Excel that the floor manager used to call overtime 2 hours earlier on busy days.

Customer Service Agent — Gulfcoast Mutual Insurance Services

Clearwater, FL · Mar 2016 – May 2017

- Handled about 70 inbound calls a day on policy changes and payments, with a 93% average quality score.

SKILLS

Operations: Service level management, forecasting, scheduling, intraday management, queue and skill routing

People: Hiring, nesting and onboarding, coaching from call recordings, performance reviews, attrition reduction

Quality and customer: Quality forms, calibration sessions, CSAT and first contact resolution, complaint handling

Tools: Genesys Cloud, NICE workforce management, Salesforce Service Cloud, Excel, Power BI

CERTIFICATIONS

COPC Customer Experience Practitioner

HDI Support Center Manager

EDUCATION

Bachelor of Science, Business Administration, University of South Florida, 2015

Fictional example by FindAJobAI: the person, employers and numbers are invented.