

RESUME TEMPLATE

Team Leader

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OBJECTIVE

Results- driven, goal oriented with a successful record managing people as a Team Leader for more than 4 years in various industries wants to become the Team Leader for Mayfield Wholesalers Incorporated. I am confident that my skills, mindset and dedication will help your company surpass its profitability record of \$220M recorded in 2017.

SKILLS

- Associate Degree; Business Management.
- 4+ years' experience
- Proficient in Project Management software: Asana, Salesforce and WebEx.
- Skills Leadership Program – Level 2 Certification.
- Strong Leadership Qualities.
- Great Interpersonal Skills.
- Focused on Accomplishing Goals.

EXPERIENCE

2015-Present

PROJECT TEAM LEADER – Modern Contact Center, Miami, FL

- Primary responsibility of team is to increase enrollment level of AAF's Diabetes Management Healthcare program. Team is tasked to convince enrollees of other diabetes healthcare programs to switch to AAF.
- From 2015 to 2017, total enrollment to AAF program increased by 457% with 72% representing program switches and 28% new customers.
- Re-calibrated predictive dialer program to reduce dead calls by 84% and increase productivity by 440%.
- Reviews team performance metrics as prepared by Performance Analyst and Quality Assurance Specialist.
- Prepares team evaluation report with assistance from the Performance Analyst for submission to Supervisor.
- Sets benchmarks and targets for team members to achieve.
- Conducts process improvement meetings every Friday to recap the week's activities and to offer courses of action for unresolved issues.
- Uses individual team member data to pinpoint weaknesses then schedule one-on-one sessions to address possible factors and improve performance.

2013-2015

TEAM LEADER – Next Level Fitness Professionals, Miami, FL

- Primary responsibility of team was to increase number of gym memberships with the focus on those who opt for personal training sessions, health consultations and wellness therapy programs.
- From 2013 to 2015, memberships at Next Level Fitness grew to 614 from 242 the previous year or an increase of 153%. As a result of the increase, Next Level underwent an expansion plan to provide more floor space for the additional members.
- Implemented program whereby Personal Trainers (PTs) would conduct in-house marketing campaigns to better address questions posed by prospects. Sales were re-assigned to telecommuting program so they could focus on sending invitations, closing memberships and follow up calls.
- Utilized telecommuters to manage sales calls, appointments and customer services via inbound channels and chat support. The telecommuter program increased productivity by 38% and reduced cost by 40%. Suggested outsourced third party services to Philippines to reduce cost by another 40% but was declined by Next Level management.

2011-2013

TEAM LEADER – Papa Java Coffee and Cakes, Miami, FL

- Papa Java was a startup coffee and cake shop in 2016. I was the pioneer Team Leader, and we were tasked to generate sustainable sales, maintain product quality and manage customer service.
- In its first year of operations, Papa Java earned \$312,000 in sales which was 8% higher than target numbers for break-even.
- Conducted customer service orientation seminars for all front-liners: Cashiers, Baristas and Servers.
- Established benchmarks for sales, customer support, product quality and store cleanliness.
- Set up Papa Java's social media pages and assigned 2 in-store people to manage and moderate the accounts. Established benchmark on turnaround time for complaints was 24 hours.

EDUCATION

2007-2011

Associate Degree Business Management - Miami Dade College, Miami, FL

2000-2007

High School - Miami Northwestern High School, Miami, FL