

## ROLETA F. VASQUEZ

555 Quail Court | Fillmore, CA 93015  
H: 805-555-1212 | M: 805-555-1234 | E: rfv@123.net

---

### PROFESSIONAL SUMMARY

~ Over 15 years of award-winning experience in Call Center Operations / Telecommunications with an additional 6 years in Health Management Organization administration.

~ Conscientious manager, trainer, and motivator, dually-committed to attaining and promoting organizational and personal goals in customer care and operational efficiency.

~ Articulate, bilingual communicator, able to cement strong business relationships and secure client confidence

~ Resourceful problem-solver, handling stressful situations calmly, judiciously, and promptly.

#### Strengths also include:

- |  |   |  |
|--|---|--|
| <input type="checkbox"/> Call Center / Help Desk                             | <input type="checkbox"/> Business Operations / Management       | <input type="checkbox"/> Medical Records Management        |
| <input type="checkbox"/> Customer Service / Customer Relationship Management | <input type="checkbox"/> Team Building & Leadership             | <input type="checkbox"/> Regulatory Reporting & Compliance |
| <input type="checkbox"/> Telecommunications & CRM Technology                 | <input type="checkbox"/> Project & Time Management              | <input type="checkbox"/> Insurance Billing & Software      |
| <input type="checkbox"/> Training Administration & Development               | <input type="checkbox"/> Productivity & Performance Improvement | <input type="checkbox"/> Claims Adjusting & Coding         |
|  | <input type="checkbox"/> Quality Assurance                      | <input type="checkbox"/> Computer Literate, Bilingual      |

---

### PROFESSIONAL EXPERIENCE

---

#### CALL CENTER OPERATIONS & MANAGEMENT (TELECOMMUNICATIONS) 1991 - 2008 VERIZON TELECOMMUNICATIONS, Ventura, CA

~ Operations Supervisor (Broadband Administrator / Production Agent) 1999 - 2008

Charged with process analysis and resource analysis, development, test and evaluation of performance metrics to achieve customer quality excellence, work force efficiency, and ISO quality standards compliance. Planned and assigned daily work, set performance goals, supervised, and evaluated a group of up to 18 technicians and switch translators in providing Local Number Portability, Directory Assistance, Voice Mail, Host Digital Terminal, Switch translations, E911, and IXC CARE/LIDB/CNAM services to Verizon customers.

- Improved customer service scores by reviewing and reworking problem resolution, correspondence handling, and escalation policies and processes with data from unresolved disputes, from industry "best practices," and from customer and agent feedback records.
- Guaranteed customer satisfaction by retraining and mentoring work groups, emphasizing first-call resolution.
- This position solidified my people management skills — including conflict resolution, coaching, employee development, promoting teamwork, and performance management.

~ Production Agent (Emerging Markets / Directory Services / Number Administration) 1997 - 1999

Set up and administered nationwide Account Executive Billing Account Numbers (BAN) and commercial and residential customer accounts using the Data Exchange, Martin, and ASR systems. Directly supervised and trained up to 15 support agents.

- Supported the launch of 2 California area codes by delivering emergency training and certification of 10 new Directory Assistance agents in record time.

*Sample—Customer Service Manager—derived from the first page of a client resume.  
Prepared by Roleta Fowler Vasquez, CPRW*