**[Customer Service Human Resources](https://www.postjobfree.com/resume/ad28v7/customer-service-human-washington-dc)**

**Location:**Washington, DC

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**Resume:**

FOREST T. HAYWARD

9106 Locksley Rd Ft. Washington MD, 20744 202-891-1430 Forest.Hayward@yahoo.com

More than 12 years' successful experience in customer service and support with recognized strengths in account maintenance, problem-solving, troubleshooting, and sales support.

Excel in resolving employer challenges with innovative solutions, systems and process improvements proven to increase efficiency, customer satisfaction and the bottom line.

Key Skills

Teambuilding & Supervision

Staff Development & Training

Policies & Procedures Manuals

Report & Document Preparation

Spreadsheet & Database Creation

Meeting & Event Planning

Records Management

Inventory Management

Process Improvement

Experience

Teleperformance, Richmond, VA

2014 to Present

Property and Casualty Pre-License Trainer, 2014 to Present

Operations Training Supervisor, 2014

Served as the training liaison for the training department. Worked with both the customers and the Teleperformance training department to ensure that the training material was correct and accurate. Responsibilities:

●Assist the assistant call center managers and trainers solve specific training problems, either on a one-to-one basis or in groups.

●Identify training and development needs within the organization through job analysis, appraisal schemes and regular consultation with business managers and human resources departments.

●Maintained a timely and accurate written record of all conferences and verbal warnings to support the decision to retrain or terminate a trainee ensuring the adherence to departmental policies and procedures.

●Conduct follow-up studies of all completed training to evaluate and measure results.

●Modify the training programs as needed with the goal to develop and enhance the training material.

●Maintain departmental spending against the training budget.

CapitalOne, Glen Allen, VA

2010 to 2014

Floor Supervisor, 2012 to 2014

Fraud Recovery ID Agent, 2011 to 2012

Fraud Recovery Agent, 2010 to 2011

Responsible for managing the operation team to ensure quality performance, and in-depth product knowledge in order to exceed the company's goals and objectives Responsibilities:

●Supervise the day-to-day customer call quality issues, the services being provided, and ability to meet or exceed the company goals and objectives while ensuring adherence to department policy and procedure

●Conduct research and compile data for report preparation

●Oversee the activities of assigned staff employees by ensuring the function is efficiently performed in a quality-oriented environment

●Identify areas where additional training is needed based on performance of assigned staff employees.

T-Mobile, Richmond, VA

2008 to 2010

Customer Service/ Technical Support Representative

Receive and process incoming phone calls for dedicated clients, which include obtaining, entering, and verifying customer information. Responsibilities:

●Responsible for answering questions, resolving issues, and attempting to sell products or make up sells as necessary

●Provided floor support to new hires and teammates on the production floor.

●Resolve customer service issues

●Ensured that calls were processed in strict adherence to established policies, procedures, and quality standards, as well as any federal laws and regulations

●Maintained a high standard of quality and customer service with the goal of providing an exceptional experience for every client

West Corporation, Rocky Mount, NC

2004 to 2008

Operations Trainer, 2006 to 2008

Customer Service Sales Coach, 2005 to 2006

Customer Service Agent, 2004 to 2005

Served as the training liaison for West Corporation. Worked with both the customers and West Corporation to ensure that the training material was correct and accurate. Responsibilities:

●Responsible for training assigned operations employees including training sessions, mini courses, in-service presentations, and client training presentations.

●Observed trainees to identify where they are experiencing difficulty, and took instructional steps to clarify information.

●Maintained a timely and accurate written record of all conferences and verbal warnings to support the decision to retrain or terminate a trainee ensuring the adherence to departmental policies and procedures

●Participate in and develop procedures for the evaluation and documentation of live and recorded customer service calls partnering with other sites as necessary to ensure consistency

●Tracked enrollment of training participants and distributed enrollment information to appropriate departments.

Education and Development

University of Maryland, College Park, MD

UMUC 2018- Present

Training

Microsoft Office Suite

Visio

Nice

BPM

Lean

Six Sigma

P&C Licensed