**[Customer Service Operations Manager](https://www.postjobfree.com/resume/ad1a3z/customer-service-operations-boston-ma)**

**Location:**Boston, MA

**Posted:**November 20, 2023

**Contact Info:**

amentolafrancine@gmail.com

+1-857-266-5788

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**Resume:**

Francine Amentola

Mansfield, MA 02048

amentolafrancine7\_x9s@indeedemail.com

+1 857 266 5788

Im currently working with a Temp agency performing an array of assignments such as CS at ADT. I was at Manfi Driving Solutions as a Dispatch supervisor ;we partner with Stop and Shop in making sure the day today operations runs smooth and all drivers have clear and precise instructions for their deliveries and all deliveries arrive within a timely manner. I manage and dispatch over 250 drivers daily. We follow all DOT regulations

Currently I'm working with Dairy Farmers of America as a CS agent. I am highly motivated, detailed oriented individual who loves a fast pace environment . I'm great at multitasking, and have a strong work ethic, as well as extensive experience in Customer Service and Dispatching. I would be an asset to any company

Adhere to all DOT and OSHA safety regulations

Enfore all covid protocol's

Use all Microsoft products

Ability to learn new features and Industries very quickly. I am an asset to any team .

Willing to relocate: Anywhere

Authorized to work in the US for any employer

Authorized to work in the US for any employer

Work Experience

Operations Manager/Dispatch

Trillium/Hello Fresh - Avon, MA

March 2021 to Present

1. Monitor drivers to ensure all traffic rules are followed and deliverys are done efficiently and politely 2. Responsible for the first line troubleshooting of related problems. 3. In this fast-paced environment, I manage multiple tasks, projects, and deadlines simultaneously. 4. Excellent telephone manners, strong organizational skills, and the ability to work well under pressure, as well as, strong verbal and writing skills.

5. I able to work independently and I am very detailed oriented 6. Accepted all forms of payments from customers either through email or by phone. 7. Use CRM Systems Samara, and Saleforce on a regular basis 8. Was a leader who supervised over 25 drivers with a hands on approach on a fast paced 9. Strong Organizational / Communication/ and Logistical skills with solid problem-solving abilities 10. Knowledge of the City, and surrounding areas

11. Organize & control work group to meet company standards 12. Improves methods & processes to ensure productivity 13. Continually recruiting and following through the process from interview to tax forms company, policies, driving test, all coaching's, if necessary all the way through to end of assignment 14. Work with local sales team to facilitate new avenues of growth while driving service levels 15. Maintain DOT regulations,comply with all OSHA safety standards and company values 16. Lead, develop, and coach all personnel daily

17. Review vehicle maintenance and tracking reports 18. Use transportation analysis tools and tracking software such as Samsara 19. Ensure the implementation of efficient logistics while retaining quality standards 20. Manage multiple project objectives and deadlines 21. Lead corporate safety investigations

Sr. Customer Success Manager

Bloom Bus lines - Taunton, MA

September 2018 to March 2021

• Interacted with customers through live chat,assisted with all IT or Web issues

• Managed all aspects of customer accounts from Point of contact to end of assignment

• Passion for driving customer success and measurable outcomes

• Proven effectiveness managing an account portfolio of large, complex, and strategic accounts at a senior level

• Exceptional organizational, presentation, and communication skills, both verbal and written

• Ability to prioritize, multi-task, and perform effectively under pressure

• Strong communication and interpersonal skills, with the ability to effectively navigate and mediate conflict and foster joint partnerships

• Existing knowledge of software in digital marketing and/or digital media space

• Skilled at Program Management within large organizations, helping to effectively inspire change across groups by engaging key partners

• Tried effectiveness at leading and facilitating executive meetings and workshops

• Validated experience with account planning & customer success plans

• Effective at leading executive C-level discussions and presentations.

• Support Sales Team, Manufacturing Operations and Leadership Team by setting up Quoting Templates, communicating purchase order questions, discrepancies, quotes, and delivery date changes. Call Center Customer Service Supervisor

Grand Circle Travel and Overseas Adventure Travel - Boston, MA April 2015 to January 2018

• Ability to learn the latest technology trends and applications

• Ability to think strategically and great team player as well as leadership skills

• Strong customer-facing and telephone communication skills

• Advanced troubleshooting and advanced knowledge of how to de-escalate a call,conflict or situation

• analyzes situations using my best judgment

• Resolved payment and order disputes

• Perform quality assurance of Contact Center practices to ensure goals are achieved and the highest level of customer service is delivered!

• Monitor Call Center Representative calls for accuracy of information and to ensure contact-handling quality and professional standards are met.

• Review customer feedback and other metrics and provide Call Center Manager with regular performance updates of Call Center Representatives

• Identify issues and make recommendations for process and quality improvement based on customer feedback and call center best practices

• Hold the Customer Service team accountable for productivity and accuracy goals Set, monitor, and report key performance indicators regularly

• Evaluate Customer Service team’s performance, writing reviews, and delivering disciplinary action as needed

• Create strategies and procedures to meet department and company goals, covering Customer Service team’s responsibilities as needed to reach goals

• Develop, maintain, and ensure adherence to standard operating procedures for the Customer Service team, communicating updates and changes as necessary

• Coordinate and collaborate with other department managers to communicate company policy changes/ updates as needed

• Coach, lead and train individuals on the Customer Service team toward meeting individual and departmental goals, performing additional training as needed

• Coordinate ongoing training for third party representatives as needed

• Handle escalations regarding customer service and department specific issues

• Propose operational changes as needed

• Lead individual and team meetings

• Manage workload distribution relevant to specific department needs

• Display exemplary customer service in all interactions

• Other tasks and duties as required

Customer Service Supervisor/Call Center

National Leisure Group - Woburn, MA

April 2013 to September 2015

• Call center setting.

Accepted incoming calls for on trip problems and concerns.

• Managed customer accounts

• Resolved customer issues

• Worked in the inbound call center

• Created call center scripts

• Assisted customers via live chat

• Responsible for troubleshooting applications

• Responded to inquiries and issues

• Conducted customer service surveys

• Handled all escalated calls

Education

Bachelor's degree in Business

Bunker Hill Community College - Boston, MA

September 1992 to June 1994

Associate's degree in Business

Bunker Hill Community College

Skills

• Negotiation (4 years)

• Account Management (3 years)

• Great with customers (10+ years)

• Salesforce (8 years)

• Pricing (4 years)

• Upselling (3 years)

• Help Desk (3 years)

• Live Chat (10+ years)

• Project Management (4 years)

• Customer service (10+ years)

• Inside Sales (3 years)

• Technical Support

• Desktop Support (5 years)

• Microsoft Outlook (5 years)

• Cashiering (10+ years)

• Filing (3 years)

• Documentation review (6 years)

• Troubleshooting

• Computer Networking (3 years)

• Network Support

• Microsoft SharePoint

• Microsoft Windows (8 years)

• Microsoft Windows Server (8 years)

• Active Directory (3 years)

• Operating Systems (8 years)

• LAN (3 years)

• Phone etiquette (10+ years)

• Citrix (3 years)

• Cloud Computing (6 years)

• Senior leadership (8 years)

• System administration (5 years)

• Microsoft Exchange (3 years)

• Customer Support (10+ years)

• Remote Access Software (3 years)

• Leadership (8 years)

• Marketing (3 years)

• Sales (6 years)

• Quality control (6 years)

• Microsoft Excel (6 years)

• NetSuite (3 years)

• Payroll (2 years)

• CRM software (3 years)

• Product demos

• Intake (2 years)

• Workforce development (4 years)

• Business Development (3 years)

• Transportation management systems (3 years)

• Customer relationship management (4 years)

• Google Suite

• Basecamp

• Catering

• Detailing

• Employee evaluation

• Shipping & receiving

• Team management

• Constant Contact

• SaaS

• Hospitality

• Interviewing

• Recruiting

• QuickBooks

• Contracts

• Documentation review

• Financial services

• Microsoft Access

• EDI

• Manufacturing

• Market research

• Cash handling

• Production planning

• Financial analysis

• Operations management (2 years)

• Continuous improvement (4 years)

• Analysis skills

• Communication skills (4 years)

• Social media management

• Adobe InDesign

• Accounts payable

• Customer service

• Supervising experience

• Dispatching

• Transportation management systems

• Time management

• Schedule management

• System design

• Marketing

• Accounts receivable

• Microsoft Office

• NetSuite

• Google Docs

• HVAC

• Procurement

• Leadership

• Team management

• Conflict management

• Analysis skills

• Supervising experience

• Negotiation

• Senior leadership

• Presentation skills

• Project management

• Pricing

• Financial analysis

• Business development

• Relationship management

• Sales management

• Program management

• Account management

• Customer relationship management

• Financial planning

• Supply chain

• Marketing

• Microsoft Access

• Operations management

• Continuous improvement

• Quality assurance

• ERP systems

• Manufacturing

• Sales

• Customer service

• Market research

• Oracle

• HR sourcing

• Human resources

• Transportation management systems

• Data management

• Sourcing

• SaaS

• Google Suite

• Recruiting

• Salesforce

• Research

• SAP

• NetSuite

• Training & development

• Financial services

• Quality control

• Schedule management

• Operating systems

• Production planning

• Warehouse management system

• Procurement

• CRM software

• Interviewing

• Cloud computing

• Windows

• Inside sales

• Employment & labor law

• Cash handling

• Computer networking

• Property management

• Google Docs

• EDI

• Databases

• Technical support

• Citrix

• Accounts payable

• Accounts receivable

• Office management

• SharePoint

• Cold calling

• Social media management

• Live chat

• Outbound sales

• Software troubleshooting

• HVAC

• Product demos

• Microsoft Windows Server

• System administration

• Driving

• Adobe Acrobat

• Remote access software

• Microsoft Exchange

• Cash register

• Network support

• QuickBooks

• Active Directory

• APIs

• Hotel experience

• Desktop support

• Hotel experience

• Restaurant experience

• Microsoft SQL Server

• Customer service

• Typing

• Google Docs

• Live chat

• Sales

• Marketing

• Google Suite

• CRM software

• Outbound sales

• Customer relationship management

• Salesforce

• Windows

• Microsoft Access

• Cash register

• Accounts receivable

• Conflict management

• Supervising experience

• Recruiting

• Interviewing

• Bookkeeping

• Presentation skills

• Operating systems

• Negotiation

• Sales management

• Training & development

• Team management

• Leadership

• Account management