



# Danna Villegas

## Call Center Manager

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### SUMMARY

With over 5 years in call center operations, expertise lies in driving team performance and enhancing member satisfaction. A strong leader with a background in banking services, experience includes implementing training programs that foster growth and improve customer support metrics. Passionate about educating members on products while spearheading initiatives to elevate service quality. Directing teams and managing escalated inquiries ensure smooth operations in busy environments. Committed to operational excellence and culture that prioritizes both employer and member needs.

### STRENGTHS



#### Empathy in Action

Consistently residents' concerns fosters trust, transforming disengagement into long-standing relationships. Members frequently express appreciation for personalized support.



#### Team Builder

Cultivate talent through strategic coaching, inspiring confidence while elevating entire team's performance. Team resilience strengthened through guided encouragement.



#### Data Advocate

Leverage analytical skills regularly to assess performance metrics, crafting effective approach adjusting team goals. Data-informed strategies drove success by cultivating productivity.



#### Operational Navigator

Optimize workflows by identifying gaps leading to sustainable improvements. Staff embrace new procedures enhancing overall service effectiveness.



#### Community Catalyst

Engage actively with community shaping perception, committing time and resources to improvement both locally and institutionally. Events provide integration of insights with impact.

### SKILLS

Call Center Management

Customer Service

### EXPERIENCE

#### Call Center Manager

Community Trust Financial Services 📅 January 2021 - Present 📍 Wilmington, DE

Directs daily operations of a high-volume call center, overseeing a team of 15 representatives. Focused on meeting performance targets while improving member interactions and satisfaction. Creates a supportive environment where staff can excel.

- Implemented comprehensive training programs enhancing customer engagement skills, leading to increased member satisfaction scores.
- Developed staffing schedules ensuring optimal coverage during peak call times, resulting in improved efficiency.
- Led digital initiatives to refine call-handling processes, significantly cutting down response durations.
- Conducted thorough analysis of call metrics, continuously refining strategies for team improvement based on data insights.
- Promoted a culture of feedback and continuous improvement, fostering high team morale and service quality.
- Actively participated in community outreach initiatives to raise awareness about financial literacy.

#### Call Center Supervisor

First National Credit Union 📅 June 2018 - December 2020 📍 Newark, DE

Managed a team of 10 efficiently while cultivating their skills within a dynamic call center framework. Ensured processes aligned with organizational standards and enhanced member awareness of financial products.

- Coordinated efforts to develop staff, focusing on training and evaluation methods that enriched the overall skill set within the team.
- Effectively managed escalations, resolving complex issues while maintaining high member satisfaction ratings.
- Worked closely with corporate leadership to design programs aimed at boosting understanding of financial offerings among members.
- Facilitated regular team assessments providing actionable insights promoting career growth and service excellence.
- Established a recognition program that improved employee motivation leading to increased quality of service delivery.
- Collaborated across departments to enhance communication networks and customer service delivery.

#### Call Center Representative

Banking Solutions Inc. 📅 March 2016 - May 2018 📍 Newark, DE

Delivered exceptional service as a front-line representative assisting members with various inquiries relating to accounts and services. Utilized banking knowledge to educate clients effectively.

- Handled various member requests including wire transfers and account modifications in compliance with regulatory policies.

|                              |
|------------------------------|
| Team Leadership              |
| Performance Improvement      |
| Banking Operations           |
| Member Education             |
| Data Analysis                |
| Cross-Selling Techniques     |
| Escalation Management        |
| Regulatory Compliance        |
| Scheduling Efficiency        |
| Communication Skills         |
| Training Program Development |
| Quality Assurance            |
| Organizational Skills        |
| Leadership Development       |

## LANGUAGES

|         |              |
|---------|--------------|
| English | Native       |
| Spanish | Intermediate |

## MY CAREER



- Call Center Manager at Community Trust Financial Services (5.5 Years)
- Call Center Supervisor at First National Credit Union (2.5 Years)
- Call Center Representative at Banking Solutions Inc. (2.2 Years)

- Offered educational sessions regarding different banking products helping clients achieve informed decisions.
- Maintained accurate transaction records contributing to necessary auditing and reporting processes.
- Participated in team brainstorming sessions sharing valuable insights to elevate performance collectively.
- Recognized twice as Employee of the Month shining as an example of dedication towards member satisfaction.
- Engaged in proactive communication solving problems and improving team cohesiveness.

## LEADERSHIP & AWARDS

- Certified Call Center Manager (CCCM) - 2025
- Customer Service Excellence Certification - 2025

## EDUCATION

### High School Diploma

Newark High School 🎓 GPA: 3.5 📅 2014 📍 Newark, DE

**Coursework:** *General Studies, Business, Mathematics, Communication*

## CERTIFICATIONS

- Certified Call Center Manager 📅 2025
- Customer Service Excellence Certification 📅 2025

## TECHNICAL SKILLS

- **Call Center Software:** Five9, Zendesk, Avaya
- **CRM Tools:** Salesforce, HubSpot, Zoho
- **Communications Platforms:** Slack, Microsoft Teams, Zoom
- **Data Analysis Tools:** Excel, Google Analytics, Tableau
- **Project Management Tools:** Trello, Asana, JIRA
- **Reporting Systems:** Power BI, SAP, SQL
- **Knowledge Management:** Confluence, SharePoint, Notion
- **Financial Products Knowledge:** IRA, Loans, Checking Accounts
- **Compliance Training:** NMLS, BSA/AML, Privacy Policy
- **Survey Tools:** SurveyMonkey, Typeform, Google Forms

## PROFESSIONAL AFFILIATIONS

- Member of the American Society of Call Center Professionals
- Active participant in local financial education workshops

## ADDITIONAL INFORMATION

**Work Status** : Authorized to work in United States. No sponsorship required.

## REFERENCES

AVAILABLE ON REQUEST