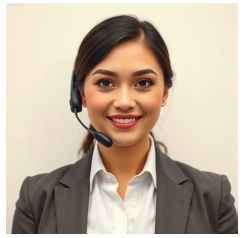


Danna Villegas

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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.

EXPERIENCE

Call Center Manager

January 2021 - Present

Community Trust Financial Services

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

June 2018 - December 2020

First National Credit Union

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

March 2016 - May 2018

Banking Solutions Inc.

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.
- 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

2014

Newark High School GPA: 3.5

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

SKILLS

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

PROFESSIONAL AFFILIATIONS

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

LANGUAGES

- English (Native)
- Spanish (Intermediate)

ADDITIONAL INFORMATION

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

REFERENCES

AVAILABLE ON REQUEST