**David A. Thompson**

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**Career Objectives:**

To work as a call center quality analyst and improve organization's work efficiency by planning sound strategies for quality control and quality assurance.

**Summary of Skills:**

* Strong data analysis, interpretation and problem solving skills
* Willingness to accept challenges along with the ability to work under pressure
* Goal-oriented and motivated individual along with the ability to work independently
* Ability to develop quality assessment strategies and plans and implement them successfully
* Remarkable attention to detail, communication, and leadership skills

**Work Experience:**

Call Center Quality Analyst

Horizon management Solutions, Inc., Williams, MN

July 2013 - Present

* Create an encouraging environment at work to inspire employees for open communications, develop entrepreneurship skills, and inculcate a sense of team spirit and accountability among them
* Design efficient recruitment procedures and policies to ensure recruitment of qualified and efficient employees for the organization
* Design training sessions for the new employees and educate them on technical aspects, communication skills, application of knowledge, problem-solving abilities, etc.
* Verify compliance of call center activities with the prescribed rules and regulation, and take corrective measures in case of discrepancies
* Monitor calls of representatives and ensure they are addressing customers' complaints as per set protocols

Call Center Quality Analyst

Quick Web Solutions, Inc., Williams, MN

February 2012 - June 2013

* Conducted performance evaluation of employees to identify and categorize staff members as target achievers and non-achievers
* Provided tips to non achievers on ways to improve work performance
* Monitored daily functions of the call center and ensured smooth operation of all activities, and resolved issues, if any
* Established defined quality standards for all work aspects of the organization
* Investigated and solved escalations and satisfied customers with concrete solutions to their problems
* Identified areas and opportunities to upgrade quality standards within management processes and systems

**Education:**

* Bachelor's Degree in Business Administration  
  Williams University, Williams, MN  
  2011

**Reference:**

On request.