**Gregory M. Ellison**

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**Career Objective:**

To work as a chief representative with “ABC Corporation,” and assist in establishing and delivering goals of the company in a timely manner.

**Summary of Skills:**

* Ability to work in a fast paced environment under stringent deadlines while delivering the desired results
* Excellent skills of time and resource management, team building, communication, and conflict resolution
* Well-versed in a large number of applications used in conventional business organization
* Can easily adapt myself to the changing requirements and environment and learn and apply new skills and techniques efficiently
* Comfortable to spend additional time and efforts in order to meet the job requirements and execution of additional tasks

**Work Experience:**

Chief Representative

Silver Rabbit Technologies, Chicago, IL

October 2014 - Present

* Responding to the queries and conflicts escalated by the junior associates
* Recruiting, training, evaluating, and promoting staff in the department and conducting periodic training sessions
* Devising and implementing new strategies to reduce Agent Response Time (ART) at the call centers
* Investigating into cases of complaints filed against the agents for rude behavior and taking necessary actions
* Preparing records to assess performance of the team on a weekly and monthly basis and presenting the reports to the senior staff in monthly meetings
* Driving and motivating team members in setting and achieving business targets

Chief Representative

Gordon Inc., Chicago, IL

February 2013 - September 2014

* Defined objective and principles for each department and coordinated with the heads
* Assigned monthly targets for each team and investigated into incidents, where grievances of the customers were not resolved properly
* Assessed performance of all the teams and prepared reports and graphs to analyze the differences between targets assigned and the targets accomplished
* Recruited, trained, instructed, and supervised the team leaders
* Developed and executed strategies to fill the gap in communication and internal work procedures

**Education:**

* Bachelor's Degree in Business Administration
ABC University, Chicago, IL
2012

**Reference:**

On request.