

# Miriam Hinds

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Versatile Operations Assistant Manager seeking position as Assistant Manager. Adept at taking on routine and complex business challenges with a resourceful and creative approach. Recognized as a driven, dedicated and hardworking leader with a history of streamlining operations and increasing efficiency. Cut Call Center transfer rate by 19% and implemented Subject Matter Training (SME) training for up and coming talent on Call Center floor.

## Work Experience

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### **Assistant Manager**

Wipro Limited - Tampa, FL  
January 2022 to Present

(3 months +)

- Review the performance of staff, identifying training needs and planning training sessions
- Applied strong leadership talents and problem-solving skills to maintain team efficiency and organize workflows to meet any daily demand
- Ensures biweekly payroll is accurate for over 40 employees

### **Supervisor**

Wipro Limited - Tampa, FL  
July 2019 to January 2022

(2 years 9 months +)

- Executed root cause analysis in deficient areas to identify and resolve central issues - lowered call center transfer rate from 25.5% in June to 16% in December 2020
- Monitored daily and weekly key performance indicators to maintain on-track status for 15-30 agents
- Applied strong leadership talents and problem-solving skills to maintain team efficiency and organize Workflows to meet any daily demand
- Facilitated Federal Clearance class with 20-60 new hires
- Member of Engagement Committee where focus is on lowering attrition and improving interpersonal skills and socialization
- Performed root cause analysis in deficient areas to identify and resolve central issues - lowered call center transfer rate from 25.5% in June to 16% in December

### **Customer Account Specialist**

Health Plan Services/Wipro Company - Tampa, FL  
June 2015 to May 2019

(4 years)

- Sales and retention representative responsible to retain business through retention skills, cross sales, and saves.

## Education

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### **Bachelor of Arts in Fashion Design**

San Francisco Art Institute - San Francisco, CA

January 2003

## Skills

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- Content management systems (7 years)
- Communication skills (10+ years)
- CRM software (7 years)
- Customer relationship management (7 years)
- Root Cause Analysis (5 years)
- Process Improvement (5 years)
- Microsoft SharePoint

## Links

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<http://linkedin.com/in/mehinds>