

KELSEY'S STORY



Name: Kelsey

Current Role & Function:
Call Center and Help Desk Manager

Location: United States

I was changing careers when I decided to take a position as a call center agent with De La Rue Cash Systems. At the time, it was just a job to tide me over until I figured out my next steps. However, I quickly realized there was opportunity for growth and the company's culture of constant improvement appealed to me.

Within a year I moved to a regional administrative assistant position in the Detroit business center, where I remained for eight years. During that time I was able to gain an understanding of the service organization and was provided with opportunities to grow my management skills, including going back to school under the company's tuition reimbursement program.

When the time came, I moved into a business analyst position with National Accounts, which allowed me to grow my data analysis skills and gain a better understanding of how field behaviors can impact reporting.

Two years later the opportunity to come back to the call center in a supervisory capacity presented itself,

and shortly after that I was able to move into my current call center manager role.

It has been a twelve year journey filled with challenges and opportunities that would not have been possible without the support, guidance and mentoring of managers and supervisors throughout the company. The company's commitment to developing its employees and providing opportunities for growth is why I enjoy being a part of Glory Global Solutions and look forward to continuing my journey with them.

KEY ACHIEVEMENTS

- Assisted with training the field on the new PDA call closing processes
- Part of the My Contribution Admin Team reviewing and forwarding improvement ideas submitted by employees
- Implemented call assignment automation to streamline after hours call dispatching
- Developed improved call handling in the helpdesk in order to provide a better customer experience and support additional software calls

CAREER HISTORY WITHIN GLORY GLOBAL SOLUTIONS

