

# Shay M. West

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## SUMMARY OF QUALIFICATIONS

Efficient quality improvement leader and MBA student with 3+ years' call center experience in financial products. Coached team of 23 employees and developed systems to improve efficiency and customer satisfaction. Communicated progress to leadership and staff at all levels through detailed data reports and presentations. Recognized by upper management for exceptional leadership and promoted to supervisor. Graduate coursework completed in dynamic leadership, business performance, managing people, and creating a culture of innovation.

## COMPETENCIES

Business Process Improvement, Quality Initiatives, Data Analysis, Project Management, Fostering Collaboration, Training/Supervision, Customer Service, Team Building, Advanced Microsoft Office (Excel, Word, PowerPoint, SharePoint)

## EDUCATION

### WALDEN UNIVERSITY | MINNEAPOLIS, MN

Master of Business Administration - Self-Designed | Jun 2022

ACBSP Accredited

### GEORGIA GWINNETT COLLEGE | LAWRENCEVILLE, GA

Bachelor of Science in Business Administration | 2019

*Magna cum laude*

## PROFESSIONAL EXPERIENCE

### ABELSON CORPORATION | ATLANTA, GA

Customer Service Supervisor | 2019 - Present

- Supervise 23 customer service representatives in a fast-paced environment; built a team that consistently exceeded departmental performance goals by 15%.
- Analyze and monitor quality service for inbound and outbound calls and recommend improvements to quality assurance manager.
- Increased departmental efficiency by 20% through training, coaching, and process improvement initiatives.
- Analyze data using Excel and submit weekly Key Performance Indicator (KPI) reports to quality manager.

Customer Service Representative | 2016 - 2019

- Created PowerPoint presentations to train staff on new processes and initiatives.
- Resolved customer complaints and issues; developed procedures and job aids that increased customer satisfaction ratings by 10%.
- Promoted to supervisory position based on leadership, customer feedback, and overall commitment to operational excellence.

### DONALDSON SERVICES | ATLANTA, GA

Administrative Assistant | 2012 - 2016

- Used expertise in Microsoft Word and SharePoint to communicate and organize project information and processes.
- Communicated across departments on project and initiative updates.

## PROFESSIONAL AFFILIATIONS

### NATIONAL SOCIETY OF LEADERSHIP AND SUCCESS

Member | 2021 - Present

### AMERICAN SOCIETY FOR QUALITY

Member | 2016 - 2020

## HONORS AND AWARDS

### ABELSON CORP

Recipient, Employee of the Year Award | 2019

Recipient, Customer Commitment Award (four consecutive quarters) | 2017

## VOLUNTEER EXPERIENCE

### HABITAT FOR HUMANITY, ATLANTA CHAPTER

Volunteer | 2015 - Present

- Served as an Assistant Project Manager on three homes and instructed 20+ volunteers on the home building process.
- Assisted the Volunteer Engagement Coordinator with data collection projects and used Excel to compile and interpret survey data.
- Provided content for articles and summary reports that highlighted volunteer engagement and social impact.