

Melissa Kuttner

Sydney, NSW | M: 0452614558 | <https://melissakuttner.work/>

Profile Summary

Customer Service & Call Centre Team Manager with 10+ years experience leading high performing teams across **AUSTRALIA, USA, and LATAM**. Skilled in people leadership, customer experience, and operational excellence with proven results in reducing Average Handle Time, improving First Contact Resolution, and driving Customer Satisfaction.

Strong background in end to end people management including recruitment, onboarding, coaching, performance improvement plans, and exit processes. Experienced with contact centre systems (*Salesforce, Zendesk, SAP, Avaya, Claim Center*) and applying data insights to improve KPI and SLA performance.

I lead through my own four pillar method: **Make it Easy, Stay Longer, Build Relationships, Make Them Happy** keeping processes simple, people engaged, and results consistent.

Core Skills

- Contact Centre Leadership & Coaching
- Customer Experience Strategy (CX)
- KPI & SLA Management
- Complaint Resolution & Escalation Handling
- Recruitment, Training & Onboarding
- Stakeholder & Client Engagement
- Change Management & Workforce Planning

Tools: Salesforce, Zendesk, SAP, Avaya, MS Office, Google Workspace, Claim Center

Career History

Customer Service Manager – Startup (MiCasarenta.co)

Colombia, Bogotá | Jul 2024 – Aug 2025

I contributed to the development and launch of MiCasarenta.co, a bilingual online real estate platform. My role focused on bridging communication between Spanish speaking clients and the technical team, supporting onboarding, testing UX, and customer engagement efforts.

Focus Areas

- Designed and managed customer communications, FAQs, and onboarding guides.
- Conducted training calls and provided guidance to agents on platform use.

- Collected feedback and shared insights with the team to improve usability and service.

Key Outcomes

- Supported onboarding of initial real estate agencies and property owners.
- Strengthened relationships with early users through proactive engagement.
- Gained hands-on experience in managing customer success within a startup environment.

L&D Facilitator – Hollard Insurance

Sydney, Australia | Oct 2023 – Apr 2024

Delivered training programs for lodgement teams to improve operational outcomes.

Key Achievements

- Trained 150+ agents in Claim Center new system, reducing AHT from 960 to 750 seconds within 3 months.
- Designed and updated training materials with measurable performance improvements.
- Reported on training impact and effectiveness to senior stakeholders.

Team Manager – Auto & General (Motor Claims)

Sydney, Australia | May 2023 – Jul 2023

Led a customer service team in NSW, driving operational performance and service quality.

Key Achievements

- Managed 20+ agents, increasing First Contact Resolution by 15%.
- Improved employee engagement ranking from last to 2nd place in the region in under 3 months.
- Partnered with CX and QA teams to strengthen complaint resolution and reduce escalations by 12%.

Operations Manager – Training & Quality (Uber & PayPal)

Barranquilla, Colombia | Jul 2021 – Aug 2022

Managed Training and Quality teams for Uber and PayPal campaigns, ensuring delivery of KPIs across multiple service lines.

Key Achievements

- Directed teams of 20 - 40 staff with consistent improvement in CSAT, FCR, and NPS.
- Reduced AHT from 907 to 790 using a performance framework ("Think Powerful").
- Decreased monthly turnover by 5% through coaching and engagement strategies.
- Oversaw budgets, incentives, and workforce planning aligned with service goals.

Team Manager – T-Mobile (Customer Service & Quality)

Bogotá, Colombia | May 2018 – May 2021

Led customer service and quality teams during major operational changes, including the shift to remote work.

Key Achievements

- Ranked as Top Team Leader two years in a row (2019, 2020).
- Reduced onboarding time for new hires from 5 months to 3 months.
- Implemented coaching and quality improvement sessions that raised CSAT scores.

Education

Bachelor of Business Administration (2018)

IDEAS DE CO University

Certifications

- Application Rationalization with SAP LeanIX – SAP (2025)
- Human Resource Management – Coursera (Australia, 2023)
- Customer Operations Performance Counselling – Majorel (2022)
- HTML, CSS, JavaScript Fundamentals (2024)

Volunteer Experience

- **Volunteer English Tutor – TAFE NSW**
- **Community Volunteer – Joy of Giving**

References

Available on request.