

ANDRE COLEMAN

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📍 Louisville, KY

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SKILLS

- Adult Learning Principles
- Instructional Design
- Customer Service
- Call Simulation
- Excel
- PowerPoint
- Word
- Outlook
- Coaching
- Leadership

SUMMARY

Training supervisor with 11 years in contact center operations, including 8 years training customer service agents for card disputes, fraud and collections. Leads trainers through hands-on coaching and clear leadership, and runs new-hire programs that cut attrition and keep quality scores high.

EXPERIENCE

Training Supervisor

Bluegrass Card Services • Louisville, KY • 02/2022 - Present
Supervise 6 trainers for a 900-seat credit card customer service center.

- Direct 6 trainers delivering new-hire classes for **520** customer service agents a year across day and evening cohorts.
- Rebuilt the 5-week new-hire curriculum on adult learning principles with more call simulation; 90-day attrition fell from 34% to 24%.
- Observe each trainer's classes twice a quarter and set coaching plans; class pass rates stay above 92%.
- Report class schedules, graduation rates and nesting results in Excel and PowerPoint to the site director weekly.

Senior Trainer

Bluegrass Card Services • Louisville, KY • 06/2018 - 01/2022
New-hire and upskill training for disputes, fraud and collections teams.

- Delivered 48 new-hire and upskill classes in disputes, fraud and collections, each with a final system skills test.
- Developed 35 eLearning refreshers with the instructional design team after compliance audits.
- Mentored 4 new trainers through co-facilitation and feedback sessions until each taught full classes alone.

Customer Service Team Lead

Ohio Falls Insurance Services • Jeffersonville, IN
08/2015 - 05/2018

Inbound policy service team for a regional insurance agency.

- Led a team of 14 agents handling 1,100 policy calls a week at a 91% quality score and 88% first-call resolution.
- Coached agents on de-escalation and accuracy using 30 recorded call reviews a week.
- Guided 5 agents below quality targets through 1:1 plans; 4 met goal within 60 days.

EDUCATION

Bachelor of Arts

University of Louisville • Louisville, KY • 05/2015
Communication