

# Leva Klebs

Team Lead

## Profile

A driven and motivated professional with over 6 years of experience in leading teams, managing projects, and improving processes. Proven ability to increase efficiency by streamlining operations and developing best practices. Skilled at handling multiple tasks simultaneously while maintaining a high level of quality control. Ability to foster positive relationships with clients, vendors, and employees to achieve common goals.

## Employment History

### Team Lead at Apex Technology Group, LLC – New Jersey

Apr 2022 - Present

- Oversaw a team of 8 customer service representatives.
- Increased team's sales by 30% through effective coaching and mentoring.
- Decreased average handle time by 25%.
- Achieved consistently high customer satisfaction ratings, with an average score of 4.5 out of 5.
- Successfully completed training in advanced call center technologies.

### Team Lead at The Advisory Board Company – Virginia

Jul 2016 - Mar 2022

- Led team of 15 to increase sales by 25%.
- Implemented new customer service strategy that resulted in a 50% reduction in customer complaints.
- Trained and developed 5 new employees, who are now key members of the team.
- Successfully completed complex projects on time and under budget.

## Certificates

### Project Management Professional (PMP)

Mar 2021

### Certified ScrumMaster (CSM)

Mar 2019

### Leading SAFe 4.5 Agilist

Jan 2018

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## Education

### BA at Tulane University, New Orleans, LA

Aug 2012 - May 2016

I learned how to read and write code in various programming languages, use computers for data analysis, and create websites.

## Links

[linkedin.com/in/levaklebs](https://www.linkedin.com/in/levaklebs)

## Skills

Leading and mentoring a team of engineers

Providing technical guidance and support to the team

Developing process improvements

Handling performance issues and resolving conflicts

Acting as a liaison between management and engineering staff

Coordinating project schedules

Interfacing with clients

## Languages

English

Italian