**CUSTOMER SERVICE MANAGER RESUME**

Nancy Jenkins

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**SUMMARY**

Energetic and performance-driven Customer Service Supervisor with 10 years of experience leading teams, improving performance, identifying opportunities, and successfully defusing the toughest clients in a call center. Excellent written/verbal communication and interpersonal skills and the ability to respectfully interface with executives from various departments and divisions.

**SKILLS**

* Customer Service Team Leadership
* Marketing & Sales
* T raining & Development
* Conflict Resolution Performance
* Improvement Strategies
* Communication
* Marketing Data Analysis
* Active Listening
* Customer Relationship Management
* Customer Retention Event Planning & Execution
* Interviewing/Hiring

**WORK EXPERIENCE**

**Choice One Bank, Ottumwa, OH • Customer Service Supervisor**

(02/2018) - Present

* Lead team of 10 agents in the sub-servicing of FHA/USDA/VA loans overseeing completion of each stage in the process to ensure adherence to Fannie Mae, Freddie Mac, and Gennie Mae regulations.
* Defuse 15+ escalated calls per day and if necessary open task for appropriate department to resolve problem.
* Generate and send documents, including payoff requests, copy of note, statements, appraisals, closing disclosure, loan modifications, forbearance letters, payoffs, deed, and delinquency notices to borrowers each day.
* Monitor the queues to verify calls on hold meet the less than 2-minute standard.
* Review key performance indicator (KPI) and champion team improvements through training. Meet and exceed goals over the last 6-months.
* Calls Per Hour averaged 6 to 10. Compute data daily for yield results to determine monthly average.
* Adhered to schedule and drove improvements from 60% to 85%.
* Drove quality assurance (QA) from an average of 75% to 91%.
* Assisted with annual performance reviews for each team representative.
* Conducted interviews for potential hires. Utilize team chat daily to assist agents.

**Hancock Dental Services, Bluffton, OH • Patient Outreach Coordinator**

(06/2014 - 01/2018)

* Coordinated patient scheduling for 245 practices in 17 states and 150 dental practices for patients not seeking treatment in 24-36 months.
* Generated 1,500+ calls per week and retained 25% of patients by scheduling appointments.
* Communicated with patients to determine reasons for leaving the practice and to improve patient experience and dental practices processes.

**Verizon Wireless, Findlay, OH • Customer Representative**

(03/2011 - 06/2014)

* Created best-in-class service for customers utilizing America’s most reliable network.
* Managed 45+ calls per day and addressed billing inquiries from escalated customers to retain 20+ customers a month.
* Reviewed product sales orders for accuracy, explained documents, and approved order exceptions; Selected to assist in training new agents.
* Utilized Customer Relationship Management (CRM) software to gather and analyze customer information and facilitate retention campaigns.

**EDUCATION**

**University of Findlay, Findlay, OH • Bachelor of Arts (BA), Communications**

Graduation Year: 2011