**CUSTOMER SERVICE MANAGER RESUME**

Your full name

Your mailing addresses

Your phone numbers

Your email address

**OBJECTIVE**

**Examples:**

Seeking a challenging customer service manager job in a well-regarded company.

A professional customer service management role in a challenging environment.

A skilled customer service management professional seeking a new career challenge.

**OBJECTIVE STATEMENT**

**Example 1**

* A high energy and results-driven professional with over X years customer service experience in a managerial capacity. Relevant skills include:
* Excellent planning and organizational skills result in the optimum functioning of the department and the consistent achievement of customer service standards.
* Proven interpersonal and motivational ability ensure a strong team approach and the attainment of maximum performance levels and productivity.
* Responsible for the introduction of a number of successful customer service initiatives resulting in X% improvement in customer satisfaction rankings.
* A dedicated manager with the ability to obtain outstanding results in a challenging environment.

**Example 2**

* A skilled and effective customer service professional with over X years supervisory experience. Expertise includes:
* Proven track record in resolving and reducing customer complaints and meeting customer service level agreements.
* Successfully implemented new CRM software system and trained staff to maximize the benefits of technology to achieve excellent customer satisfaction levels.
* Responsible for successful strategic initiatives to improve team productivity and increase staff retention.
* A decisive action-orientated manager who successfully takes complete ownership of the customer service function.

**Example 3**

* A dedicated customer service manager with X years’ experience in the X industry. Areas of strength include:
* A solid reputation for building productive customer-focused teams enthusiastically committed to achieving outstanding customer service standards.
* Reduced staff turnover by X %.
* Developed customer service policies now in use nationally.
* Successfully introduced innovative strategies to improve quality of customer service, productivity and profitability.
* Increased customer retention by 30%.
* A results-driven professional with a proven track record of exceeding objectives.

**WORK EXPERIENCE**

**Customer Service Manager Telcom Industries, Newark, NJ**

January 2017 - Date

* lead and manage a team of X customer service agents
* plan, assign and monitor work tasks for optimum team efficiency
* perform quarterly staff performance evaluations
* identify and address development needs
* develop staff training programs and reference manuals
* formulate and implement customer service policies and procedures
* determine customer service requirements through surveys, focus groups .
* collate and analyze data to identify strategies for improvement of service.
* implement improvements including new CRM system and applications
* ensure the consistent achievement of customer service levels and standards
* resolve escalated customer service issues develop departmental budget

**Customer Service Representative**

**E-Connect, Newark, NJ**

September 2011 - November 2016

* serviced existing customer accounts and improved customer retention by X%
* tracked customer interactions from order through billing
* performed efficient troubleshooting of account issues
* established comprehensive customer data base
* coordinated focus groups and customer satisfaction surveys
* recommended improvements in service procedures
* coached new recruits.

**EDUCATION**

**Bachelor of Arts in Business Administration**

Rider University, Lawrenceville, NJ

July 2011

**TECHNICAL SKILLS**

* MS Office.
* CRM software.
* technical writing skills.
* latest technology trends, social media, digital platforms and applications.

**CORE COMPETENCIES**

* communication skills.
* data collection and analysis.
* problem analysis and problem solving.
* decision-making.
* planning and organizing.
* presentation skills.
* stress tolerance.

**REFERENCES**

Available on request.