**CUSTOMER SERVICE MANAGER RESUME**

Name

Title

City, State or Country if international

Phone | Email

LinkedIn URL

**SUMMARY**

Talented Customer Service Manager highly regarded for improving team performance on customer service metrics and SLA delivery. Able to motivate teams and coach underperforming individuals into management potential. Proactive, energetic and a master troubleshooter with a sharp focus on developing and implementing process improvements to drive company growth and technical innovation. Excellent interpersonal and communication skills, a strong work ethic and the ability to effectively handle pressure without compromising quality service.

**CORE COMPETENCIES**

* Customer Service
* De-escalation
* Performance Management
* Technical Expertise
* Crisis Resolution
* Sales
* Team Leader
* Team Collaboration
* Training
* User Training
* Coaching
* Leadership

**PROFESSIONAL EXPERIENCE**

**CUSTOMER SERVICE MANAGER**

BEST TECHNOLOGIES, INC. | DENVER, CO | 2017 TO PRESENT

Responsibilities

* Develop Improved team performance by XX% on all customer feedback surveys.
* Achieved a XX% adherence to a corporate SLA of XX to close all tickets.
* Reduced average call time to XX seconds for XX calls per hour.
* Managed a team of XX customer service employees, decreasing staff turnover by XX% with improved morale.
* Generated detailed reports of call handling and ticket closures for use by senior leadership to determine staffing requirements.
* Ensured quick and successful problem resolution by phone and email for all employees across XX States.
* Increased end user efficiency by providing software installation, hardware configuration, and application support.
* Document troubleshooting steps taken and provide information to 2nd level support when needed.
* Founded and published company bi-weekly newsletter.
* Trained and mentored new employees with corporate infrastructure and helped build their expertise of how to use the core systems within the field
* Improved stability and performance of system and networks
* Met company objectives in managing over xxx support calls per day under strict time constraints

**CUSTOMER SERVICE MANAGER**

TRAVEL PET SERVICE | DENVER, CO | 2014 TO 2017

Responsibilities

* Lead team of 32 customer service and solutions representatives
* Achieved "Best in Quest" recognition for all corporate metrics including First Call Resolution, Average Speed of Answer, Call Quality, Capture Rate and Service Factor
* Established individual productivity and quality metrics to compliment corporate-specific metrics
* Created and implemented competitive customer service program (Fantasy Customer Service) which resulted in improved employee engagement and customer satisfaction scores
* Successfully integrated dispatch into customer service from logistics
* Successfully collaborated with the sales department for client on-boarding and training in-services for clients, resulting in more effective and efficient on-boarding and improved client satisfaction and loyalty

**CUSTOMER SERVICE MANAGER**

ORGANIC GROCERY | DENVER, CO | 2012 TO 2014

Responsibilities

* Responsible for the management of customer service desk, cashiers, greeters, cart staff, and money center.
* Fulfilled the transactions of register overrides and loans.
* Scheduled breaks and lunch hours for cashiers, adjusted schedules as needed.
* Delegated maintenance/cleanliness responsibilities of register area.
* Resolved customer complaints and addressed concerns with employees.
* Provided input regarding employees to management for regular reviews.

**EDUCATION**

**Years Complete Degree Name (Candidate) – Major (GPA: List if over 3.3)**

Complete School Name, City, St/Country: List Graduation Years If Within the Last Ten

Relevant Coursework: List coursework taken

**Awards/Honors: List any awards, honors or big achievements**

Clubs/Activities: List clubs and activities in which you participated

Relevant Projects: List 2-3 projects you have worked on