**CUSTOMER SERVICE MANAGER RESUME**

Bethel Schumm

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**EXPERIENCE**

**Philadelphia, PABECKER-SKILES**

* Will assist in developing ideas for work simplification, cost reduction, process improvement methods (bullet proofing), scheduling and labor hour planning
* Provides ongoing performance management training and conducts timely formal performance appraisals for direct reports
* Performance management and developing people, with a dedication towards on-the-job training and a clear focus on colleague development
* Lead TEOA Strategy, Process Transformation, Performance Improvement Management, Talent Development and Mind-set & Culture as the NA Site Leader
* Manage employee performance and provide ongoing feedback to train, cross-train and develop employees

**EMMERICH AND SONS**

* Provides monthly performance feedback to CSR’s in order to address performance gaps
* Through strategic management and measurement of team performance, develop, plan and execute departmental improvements while simplifying processes
* Works with managers and supervisors to provide a work environment and culture that promotes customer service, staff development and achievement
* Manage the operational activities of the contact center including quality service, workflow, work force optimization, and cost management

**EDUCATION**

**Bachelor’s Degree in Business**

FLORIDA ATLANTIC UNIVERSITY

**SKILLS**

* Highly motivated
* self-directed capable of multi-tasking
* Able to deliver excellent presentations
* The ability to communicate
* ability to talk in detail on a tactical level
* Excellent customer service
* Detail orientation, strong analytical skills
* Strong staff development skills
* leadership ability.
* Dependability
* reliability
* punctuality
* Possess excellent
* develop a strong team culture
* Computer proficiency
* Excellent organizational