**CUSTOMER SERVICE MANAGE RESUME**

Maxine Curry

The Big Peg

120 Vyse Street

Birmingham B18 6NF

**PERSONAL SUMMARY**

Maxine is a motivated and customer focused individual who wants to take her career to the next level. She is someone who always takes the action needed to ensure that an excellent standard of service and a high level of customer satisfaction is consistently maintained. As a true professional she is a visionary and performance-oriented leader who has the skills required to thrive in a service-oriented and fast-paced office environment. On a personal level she is highly organised and always conducts herself in a manner that is consistent with the values of her employer.

**CAREER HISTORY**

**CUSTOMER SERVICE MANAGER – Start Date – Present**

Employers name – Location

Responsible for the supervision of a staff of twenty people within the customer service department.

**JOB TITLE – Start Date – End Date**

Employers name – Location

**JOB TITLE – Start Date – End Date**

Employers name – Location

**KEY SKILLS AND COMPETENCIES**

**Professional**

* Possessing a successful account retention record of 80 per cent.
* Troubleshooting issues from end-to-end.
* Ability to communicate effectively with a wide range of age groups.
* Able to handle difficult or unusual situations.
* Exceptional phone and customer service skills.

**Personal**

* Prepared to work hard to get results.
* Open and receptive to constructive feedback.
* Always being supportive of work colleagues.
* Maintaining high levels of punctuality and attendance.
* Ability to effectively manage time.
* AREAS OF EXPERTISE
* Customer interaction
* Sales administration
* Customer conflicts

**ACADEMIC QUALIFICATIONS**

**Degree details**

University name

**Qualifications**

College name

**Subjects / Grades**

School name