**CUSTOMER SERVICE MANAGER RESUME**

Salamat Yamane

selamawit.yemane@gmail.com

(929) 999-5595

linkedin.com/in/selamawityemane

**SUMMARY OF QUALIFICATIONS**

Personable and conscientious CSM with 2+ years in customer service management and an additional 2 years as a customer support representative. 2017 NYS Manager of the Year award recipient and APPA Customer Service Management Certificate holder. Seeking to utilize waste reduction strategies (50% decrease in 2 years) to become the next customer service manager at Big’s Box Store.

**WORK EXPERIENCE**

**Customer Service Manager**
January 2017–April 2019
Bullseye Mart, Jackson Heights, NY

Key Qualifications & Responsibilities

* Effectively supervised day-to-day front-end operations of a busy customer service department.
* Hired, trained, and mentored top customer service agents and front-end staff.
* Implemented ambitious customer satisfaction goals, and better-enabled customer service staff members to effectively meet them.
* Created, edited, and altered customer service strategies and procedures in Agile manner to best deliver a satisfying experience for all store customers.
* Managed and updated the customer loyalty program.
* Key Achievements
* Awarded the 2017 ”New York State Manager of the Year” from Bullseye Mart.
* Implemented waste reduction strategy which reduced waste by 50% over 2 years.
* Reduced customer service staff turnover by 50%.

**Customer Service Representative**
January 2015–December 2016
Tarzhay Stores, New York, NY

Key Qualifications & Responsibilities

* Assisted store guests with all client concerns, including replacements, refunds, returns, and service warranties.
* Fulfilled and exceeded customer satisfaction goals in a consistent manner.
* Helped tutor new customer service associates after hiring and during seasonal upticks.
* Key Achievements
* Earned “Friendliest Customer Service Agent” award for all of 2016.

**EDUCATION**

**Bachelor of Science in Retail Management**

Pace University, New York, NY

Graduation: 2016

Relevant Coursework: Retail Purchasing, Management Communications, Sales and Sales Management, Project Management, Consumer Behavior, Supply Chain Management, Organizational Behavior, Business Leadership, Retail Store Operations.

**KEY SKILLS**

* Complaint Resolution
* Effective Communication
* Teambuilding & Training
* Cost Reduction & Waste Elimination
* Patience & Empathy
* Ability to Keep Calm in Stressful Situations

**CERTIFICATIONS**

**2018 Customer Service Management**

Certificate—American Public Power Association

**AWARDS**

**2017 Bullseye Mart New York State Manager of the Year**

**2016 Tarzhay Stores Friendliest Customer Service Agent**

**MEMBERSHIPS**

* National Customer Service Association (NCSA)
* The Institute of Customer Service (ICS)
* The Association of Support Professionals (ASP)

**LANGUAGES**

* Tigrinya: Native Proficiency
* Arabic: Limited Working Proficiency