**CUSTOMER SERVICE MANAGER RESUME**

Karen Brown

The Big Peg

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**PERSONAL SUMMARY**

A customer focused professional who possesses a strong sense of urgency with regard to client satisfaction. Karen has superb interpersonal and communication skills, coupled with excellent relationship building capabilities and excellent negotiating abilities. He is someone who has a track record of creating a work culture that rewards teamwork and cooperation. As an experienced manager he fully understands the importance of appearance and behavior in creating a positive impression in any face-to-face role, this is why he works hard at appearing professional, well dressed and well spoken. Her areas of expertise are precisely those that your company is looking for in an applicant, namely; sales order processing, identifying customer requirements and providing knowledgeable advice to fellow staff members. Right now, he is looking to join an ambitious company that is looking to recruit talented people who get results.

**CAREER HISTORY**

**Customer Service Manager – January 2010 – Present**

Responsible for responding quickly to all customer requests and ensuring that all staff members make sound decisions based on customer satisfaction. Also in charge of assigning responsibilities, investigating and evaluating complaints and claims and occasionally acting as a manager on duty in the absence of other managerial staff.

DUTIES:

* Responding to issues such as service inquiries, problem resolution, and retaining accounts.
* Handling customer escalations and all customer relations issues.
* Writing reports and business correspondence.
* Relaying information in a concise and clear manner.
* Managing customer expectations.

**TRAINEE MANAGER – May 2008 – January 2010**

Employers name – Birmingham

**CASHIER – July 2007 – May 2008**

Employers name – Birmingham

**KEY SKILLS AND COMPETENCIES**

* Customer Service Skills
* Dealing with customers and clients in a courteous, professional and diplomatic manner.
* Capable of influencing the opinions of customers.
* Winning over customers.
* Establishing and maintaining positive customer relationships.
* Able to adapt tone, language and style for different customers.
* Able to handle complaints, aggressive customers.
* Visiting important accounts and clients to maintain good relations.
* Delegating work according to an employee’s abilities and skills.
* Effectively presenting information.

**PERSONAL**

* Being patient with demanding customers.
* Well presented, polite, tactful and friendly.
* Areas Of Expertise
* Customer Relationships
* Customer Service
* Client Retention
* Answering Queries
* Resolving Problems
* Evaluating Customers
* Account Management
* People Management
* Up Selling
* Advisory Skills

**ACADEMIC QUALIFICATIONS**

**Central Birmingham University – Management Degree 2003 – 2007**

Aston College – HND 2001 – 2003

**Coventry School; O levels Math’s (A) English (B) Geography (B) Physics (A)**