CUSTOMER SERVICE MANAGER RESUME

James Applicant

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Anytown, TX 12345

(555) 555-5555

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**QUALIFICATIONS**

Substantial experience and outstanding skills in customer service with seventeen years of experience, including five in management.

* Accustomed to working in fast-paced environments with the ability to think quickly and successfully handle difficult clients.
* Excellent interpersonal skills; superb analytical and problem-solving skills leveraged to proactively improve customer service processes and garner stellar customer approval scores.

**EXPERIENCE**

**Installation Manager (2018 – Present)**

**Business Center Concepts, Inc., *Houston, Texas***

* Oversee the installation of “The Office,” a business center offered by Alpha Net Hospitality Systems, Inc. at hotels across the country. Installation includes assembling a desk, connecting credit card readers to each component, and connecting each unit to the master. Selected Achievement.
* Provided training to hotel staff and management in use of each component (including Word, Excel, and PowerPoint), and ensured all installation contracts were signed.

**Sales Manager (2008 – 2018)**

**Advanced Technology Components, Inc., *Houston, Texas***

* Managed dozens of public- and private-sector customers, supplying clients with electronic components for military, defense, and aerospace projects. Coordinated the administration of product orders, understood customer needs and guaranteed delivery of company's commitment.

**EDUCATION & CERTIFICATIONS**

**Bachelor of Arts in Business Administration**

University Of New Mexico, Albuquerque, New Mexico

**CERTIFICATE**

General Communications Electronic Technician (GCT1)