**CUSTOMER SERVICE MANAGER RESUME**

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**PERSONAL SUMMARY**

A proactive and inspirational leader who is willing to roll up her sleeves and provide customers with the highest level of service possible. Maxine is able to interpret senior leadership direction and successfully implement strategies that will take a company to the next level of its growth plan. She is a determined problem solver with a keen eye for detail, and has a customer-centric attitude as well as the ability to function in a senior managerial position. Possessing an entrepreneurial aptitude also makes it much easier for her to find ways to improve service delivery. Right now she is looking for a great place to continue her career and would like to work for a company that rewards hard work.

**CAREER HISTORY**

**CUSTOMER SERVICE MANAGER – Start Date – Present**Employers name – Location  
Responsible for all aspects of service provision, policy and procedures.

**Duties:**

* Processing all expense forms generated by the Customer Service department.
* Spending time anticipating potential problems and then developing plans to prevent them from occurring.
* Developing call-handling procedures.
* Acting upon business related information.
* Using customer complaints data to identify the root cause of problems.
* Improving customer response ties.
* Creating a relaxed and fun atmosphere in the department.
* Attending regular customer service departmental meetings.
* Authorising refunds or other compensation to customers.
* Developing company personnel into highly proficient individuals in customer service.
* Monitoring team performance and effectiveness.
* Co-ordinating and motivating a team of junior colleagues.
* Coordinating orders from multiple sources.
* Verifying the accuracy of customer orders.
* Producing accurate sales statistics.
* Working hard to prevent conflict in the department and resolving it if does arise.
* Dealing with departmental discipline and grievance issues.
* Involved in interviewing, hiring, and training new employees.
* Responding to requests for information.
* Building loyal and professional relationships with customers.
* Ensuring Health and Safety compliance in all areas.

**JOB TITLE**   
Employers name – Location– Start Date – End Date

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**KEY SKILLS AND COMPETENCIES**

**Management**

* Able to diffuse difficult or emotionally charged situations.
* Ability to be a brand ambassador.
* Excellent negotiating skills.
* Ability to resolve complex customer and employee-related issues with minimal guidance.
* Experience of dealing with change at all levels.
* Organising continuous improvement projects.
* Well-developed business acumen.
* A confident communicator.
* Highly developed coaching & counselling skills.
* Able to work in a multicultural environment.

**Personal**

* Hardworking, reliable and punctual.
* Willing to help out fellow colleagues who are in difficulty.

**AREAS OF EXPERTISE**

* Process simplification
* Strategy management
* Query resolution
* Order management
* Customer service
* Data protection

**ACADEMIC QUALIFICATIONS**

**Degree details**

University name  –  Study Dates

**Qualifications**College name –  Study Dates

**Subjects / Grades**

School name - Study Dates

**REFERENCES**

Available on request.