**CUSTOMER SERVICE MANAGER RESUME**

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**PERSONAL SUMMARY**

Maxine always treats people the way she would like to be treated. She believes that Customer Service representatives must be trusted and have integrity, as in her view these are the requirements needed to create a special bond with customers. As a true professional she achieves business results by developing, motivating, and rewarding those employees who perform well. On a personal level she has a stable work history, is consistent in attendance and is someone who is not afraid to work hard to get results. Right now she is looking to join a progressive company where experience is an advantage but not essential, and where full training will be provided to the successful candidate.

**CAREER HISTORY**

**CUSTOMER SERVICE MANAGER – Start Date – Present**  
Employers name – Location  
Responsible for finding out what clients consider to be good customer service and then working hard to meet their expectations.

**Duties:**

* Paying special attention to those things that are most important to the customers.
* Representing the Customer Service department in any company wide meetings.
* Making a list of questions that customers are most likely to ask and then distributing this list to staff.
* Ensuring that all staff know how to answer difficult questions from customers.
* Explaining customer loyalty schemes to clients.
* Looking for ways to improve individual and team performance.
* Identifying issues of concern and then highlighting them to senior managers.
* Responding quickly to customer queries.
* Actively involved in problem solving and propose improvements to processes.
* Generating repeat business through successful client follow-up.
* Updating the company website with the latest customer service literature.
* Creating procedures that will make the customer as relaxed as possible.
* Dealing with any HR or payroll issues to do with the Customer Service team.
* Conducting customer satisfaction surveys.
* Advising on the company’s marketing and advertising activities.
* Talking to customers via the phone, email, letters and through face-to-face meetings.
* Maintaining sound and meaningful client relations.

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

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**KEY SKILLS AND COMPETENCIES**

**Customer service**

* Understanding information the first time it is read.
* Being patient with demanding customers.
* A team player who is willing to pull together with everyone else to reach a common goal.
* Maintaining a proactive approach to sales opportunities and concerns.

**Personal**

* Caring about the concerns of clients and taking time to learn about their needs.
* Superb listening skills and able to quickly pick up the point of view a person is trying to get across.
* Exercising courtesy at every opportunity.

**AREAS OF EXPERTISE**

* Call centre management
* Office management
* Quality control

**ACADEMIC QUALIFICATIONS**

**Degree details**

University name – Study Dates

**Qualifications**

College name – Study Dates

**Subjects / Grades**School name –Study Dates

**REFERENCES**

Available on request.