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JOHN HLOOM

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# Customer Service Manager

Delivers Amazing Customer Care

A motivated, award-winning, and innovative operations manager who fully understands how customers should be treated while impacting complex business challenges and delivering solutions and results. Career highlighted by a dedicated tenure at Company for the past eight years bringing energy, initiative, and professionalism – successfully achieving a broad range of corporate goals. Management style combines visible example, outstanding training and delegation ability, and attention to detail while supervising diverse teams and managing various projects and assignments. Exudes a consistent, confident attitude that regards all problems as opportunities to excel.

## TECHNICAL SUMMARY

Proficient in MS Office Suite, Windows XP/98, Word Perfect, and Quicken.

## KEY STRENGTHS

|  |  |  |
| --- | --- | --- |
| * Strategic Planning * Call Center Management * Staff Supervision | * Quality Assurance * Policy and Procedure * Customer Relations | * Client-Centered Care * Training Development * Deadline Management |

### EXPERIENCE

Customer Technical Support Manager

PHONE COMPANY 2007 – 2015

Proactive manager that contributed to the strategy for enhancing the experiences of customers by supporting the implementation of applications, devices, and in-house programs in a high-pressure, time-sensitive, and fast-paced call center environment. Provided high standards of internal quality assurance and employee management – utilizing direct communication across all business units in regards to retention, fraud, billing, and troubleshooting. Wrote and conducted staff trainings and periodic reviews, setting appropriate performance levels and providing constructive feedback. Point of contact for various internal and technical problem resolution, managing escalations from customer and staff. Interfaced cross-functionally with to establish policies/procedures, identify training needs, and deliver disciplinary actions.

* Staff Development: Full oversight for writing and conducting productivity reports and reviews by thoroughly assessing, testing, and measuring processes, resulting in the development of incentive enhancements.
* Improved Productivity: Created templates for managers to utilize in coaching and developing diverse staff from all levels of Company. Analyzed scores and accountability. Submitted feedback to ensure quality assurance.
* Awards: Winner of the Key Contributor Award (2011, 2012, and 2013) 4Q Extraordinary Performer (2013), 2Q Extraordinary Performer (2013), and Compass Award (2012).
* Embracing Company Values: Cultivated and strengthened interdepartmental successes by staying abreast of all members’ needs and diffusing upset callers by remaining calm during stressful situations.
* Committee Membership: Key member of the Fun Committee and strategized on how to keep employee morale high while motivating and receiving necessary recognition.
* Success Metrics: Exceeded performance metrics consecutively for three years in the areas of: Call Quality, 7 Days Repeat Calls, 30 Days Repeat Calls, Average Handle time, Adherence, Availability, Customer Surveys, Willing to Recommend, Rep Net Sat Performance and eNPS (Employee net promoter Score).

Customer Support and Service Representative

TECHNOLOGY COMPANY 2005 – 2007

Vital in providing a high volume of quality customer support related to daily payroll services in this fast paced corporate environment. Maintained reporting compliance by the accurate and timely submission of monthly and quarterly reports.Ensured that all client transactions were handled in a transparent, professional manner, meeting high standards of documentation.Acted as a one-stop shop resource for customer and staff Q&A, and concerns or comments via email, phone or fax.Defined needs and support for the Assisted Payroll, Full Service Payroll, and Amendment Correction Teams.

* Subject Matter Expert: Acted as the expert in providing outstanding customer service – receiving excellent survey responses from customers recognizing a strong commitment in patience while conveying explanations to clients and teams.
* Staff Development: By request of management, lead a QuickBooks Online Training Class – teaching three different groups and selecting specific class topics. Accommodated learning styles into curriculum to result in information and a pace that was considered exceptional in the classroom.

Customer Service Assistant Representative

TELECOMMUNICATIONS COMPANY 2003 – 2005

Gained valuable and diverse skills in client-focused and web-based telecommunications support – accurately handling and servicing customer billing and troubleshooting requests for devices.Achieved operation goals by keeping up-to-date on features, insurance regulations, and processes while maintaining brand dependability and creating loyal customers.

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