LIAM ANDERSON

Customer Service Supervisor

S support@qwikresume.com ५ (123) 456 7899 ♥ Los Angeles

www.gwiknesume.com

PROFESSIONAL SUMMARY

Results-driven Customer Service Supervisor with over 10 years of experience in leading teams to deliver exceptional service. Proven track record in training, performance evaluation, and operational efficiency to enhance customer satisfaction.

WORK EXPERIENCE

Customer Service/Supervisor IV

E Dec / 2017-Ongoing WidgetWorks Inc.

Derwer, CO

fft Dec / 2014-Dec / 2017

m Dec /

Diese J

2004

- Led a team of 30 remote customer service representatives, enhancing service quality and team performance.
- 2. Developed and implemented training programs that improved employee performance and customer satisfaction.
- Created action plans to address performance issues, ensuring compliance with company policies.
- Conducted interviews and selected candidates, improving team capabilities and service delivery.
- 5. Initiated a remote agent model, providing training and resources for effective remote work.
- Monitored and documented employee performance, providing feedback for continuous improvement.
- Resolved customer complaints efficiently, ensuring a positive experience and loyalty.

Customer Service Supervisor

Silver Lake Enterprises # Seattle, WA.

- Managed daily operations, ensuring efficient order processing and customer relations.
- Coordinated team activities to meet service level expectations. and operational goals.
- Identified and implemented process improvements to enhance service delivery.
- Communicated product availability and delivery updates to staff and customers.
- Addressed customer inquiries regarding orders and service issues promptly.

EDUCATION

Bachelor of Science in Business Administration

Santa Monica, CA University of California

Focused on management principles and customer service strategies.



SKILLS

Customer Engagement

Performance Metrics

Team Leadership

Performance Assessment

Service Level Agreements

INTERESTS

Puzzle Solving
Home Brewing

Wildlife Gardening Conservation

STRENGTHS

- Service-oriented
 - Sincerity
- Stability
- Stewardship

LANGUAGES







ACHIEVEMENTS

- Increased customer satisfaction scores by 25% through targeted training programs.
- Reduced average response time by 30% by implementing new communication protocols.

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Rose Curtis, Warren Simons

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