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| CUSTOMER SERVICE MANAGER  RG  RESUME EXAMPLE BY RESUME GENIUS | |
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| |  |  | | --- | --- | |  | | | **PROFESSIONAL SUMMARY** | | |  | | | Results-oriented customer service manager with extensive experience in managing high-performing teams. Adept at identifying and addressing customer pain points, implementing solutions, and driving continuous process improvements. Passionate about building a customer-focused culture and empowering employees to deliver exceptional service. | | |  | | | **PROFESSIONAL EXPERIENCE** | | |  | | | **Customer Service Manager**  Blue Sky Group, Santa Fe, NM | Sep 20XX–Present | | * Manage a team of 20 customer service representatives, overseeing daily operations and driving a 15% increase in customer satisfaction scores * Analyze customer feedback data to identify pain points and implement process improvements, leading to a 25% decrease in customer complaints * Implemented a new CRM system, resulting in a 20% reduction in customer response times and a 12% improvement in first-call resolution * Introduced a quality assurance program that led to a 28% reduction in repeat customer contacts | | |  | | | **Customer Service Representative**  Momo Software, New York, NY | Jun 20XX–August 20XX | | * Provided high-quality customer service to an average of 50 clients per day, maintaining a 90% first-call resolution rate * Consistently met and exceeded monthly sales targets by proactively identifying and suggesting relevant products and services * Commended for exceptional problem-solving skills and the ability to effectively handle complex customer inquiries and complaints * Actively participated in team-wide training initiatives to continually enhance product knowledge and customer service skills | | |  | | | |  | | --- | |  | | **CONTACT** | |  | | **Phone**  (505) 857-4677 | | **Location**  Santa Fe, NM | | **Email**  your.email@email.com | |  | | **EDUCATION** | |  | | **St. John's College,**  **Santa Fe, NM | May 20XX**  *Associate of Arts in Business* | |  | | **RELEVANT SKILLS** | |  | | Leadership | | Team management | | Problem solving | | Communication | | Conflict resolution | | CRM software knowledge | | Employee training | | Time management | | Sales skills | |  | |
| **Logo  Description automatically generated**  **Dear Job Seeker,**  If you want your qualifications to stand out from a crowd of applicants, our Unique resume template is a great choice.  This template’s unique features include a social media section complete with official platform logos and your initials in a left-aligned icon.  Because of its social section, we recommend using the Unique resume template to apply for [social media](https://resumegenius.com/resume-samples/social-media-resume-example), [brand ambassador](https://resumegenius.com/resume-samples/brand-ambassador-resume), or [digital marketing](https://resumegenius.com/resume-samples/digital-marketing-resume) jobs.  If you’re still struggling to write your resume, here are some free resources to help you put together a resume that shows employers you’re the right person for the job:  ·     [Free Resume Builder](https://resumegenius.com/?utm_source=Word_Doc&utm_medium=Resume_Builder_Link&utm_campaign=RG_Downloads)  ·     [How to Write a Resume](https://resumegenius.com/blog/resume-help/how-to-write-a-resume)  ·     [Resume Samples by Industry](https://resumegenius.com/resume-samples?utm_source=Word_Doc&utm_medium=Resume_Samples_Link&utm_campaign=RG_Downloads)  Once you have a great resume, pair it with a convincing cover letter using our matching [2022 cover letter template](https://resumegenius.com/cover-letter-templates/modern-templates#2021). Here are a few resources to help you write a cover letter that gives your application the boost it needs to land you an interview:  ·     [Cover Letter Builder](https://resumegenius.com/cover-letter-builder?utm_source=Word_Doc&utm_medium=Cover_Letter_Builder_Link&utm_campaign=RG_Downloads)  ·     [How to Write a Cover Letter](https://resumegenius.com/cover-letters-the-how-to-guide?utm_source=Word_Doc&utm_medium=Cover_Letter_Guide_Link&utm_campaign=RG_Downloads)  ·     [Cover Letter Examples by Industry](https://resumegenius.com/cover-letter-examples?utm_source=Word_Doc&utm_medium=Cover_Letter_Examples_Link&utm_campaign=RG_Downloads)  Best regards,  Shape  Description automatically generated with medium confidence  **IMPORTANT:** To delete the second page, right-click on the page and click “Delete Rows” | | |