

NAME

Location | email | www.linkedin.com/in/ | phone number

CUSTOMER SUCCESS MANAGER

PROFILE

Talented Customer Success Manager highly regarded for improving team performance on customer service metrics and SLA delivery. Able to motivate teams and coach underperforming individuals into management potential. Proactive, energetic and a master troubleshooter with a sharp focus on developing and implementing process improvements to drive company growth and technical innovation. Excellent interpersonal and communication skills, a strong work ethic and the ability to effectively handle pressure without compromising quality service.

CORE PROFICIENCIES

Customer Service | De-escalations | Performance Management | Technical Expertise | Crisis Resolution | Sales Team Leader | Team Collaboration | Training | User Training | Coaching | Leadership | Relationship Building

PROFESSIONAL EXPERIENCE

Company, Location

Year to Present

CUSTOMER SUCCESS MANAGER

- Managed 4 Customer Service Account Managers and 20+ Customer Service Reps.
- Handled daily customer service calls and all escalated issues.
- Assigned and Monitored weekly/monthly income quotas.
- Developed training materials and implemented training schedules.
- Analyzed and reported departmental income, business trends and employee statistics on a weekly basis.
- Screened and hired all new employees for the department.
- Worked closely with other departments within the company to ensure proper handling of customer service issues

Company, Location

Year to Year

CUSTOMER SERVICE MANAGER

Lead team of 32 customer service and solutions representatives

- Achieved "Best in Quest" recognition for all corporate metrics including First Call Resolution, Average Speed of Answer, Call Quality, Capture Rate and Service Factor
- Established individual productivity and quality metrics to compliment corporate-specific metrics
- Created and implemented competitive customer service program (Fantasy Customer Service) which resulted in improved employee engagement and customer satisfaction scores
- Successfully integrated dispatch into customer service from logistics
- Successfully collaborated with the sales department for client on-boarding and training in-services for clients, resulting in more effective and efficient on-boarding and improved client satisfaction and loyalty

Company, Location

Year to Year

CUSTOMER SERVICE MANAGER

Develop an integrated Customer Service team that includes all aspects of the customer experience from initial application to customer billing.

- Responsible for the development of Customer Service Programs with a focus on Revenue Protection and System Losses.
- Developed a Collections Program where our team consistently collected 99% of all receivables
- Develop a Customer Service Training Program to address current customer service deficiencies.

EDUCATION