MA

CONTACT

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📍 San Francisco, CA

EDUCATION

Bachelor of Arts in Business Management

University of Customer Relations
2020

SKILLS

- customer experience
- service improvement
- data analysis
- CRM tools
- customer engagement
- feedback analysis

LANGUAGES

- English
- Spanish
- French

MICHAEL ANDERSON

Customer Experience Analyst

Proactive and detail-oriented associate business analyst with a focus on customer experience and service improvement. Equipped with a strong understanding of customer journey mapping and engagement strategies. Proven ability to analyze customer feedback and translate insights into actionable improvements. Skilled in collaborating with cross-functional teams to enhance service delivery and drive customer satisfaction.

💼 WORK EXPERIENCE

Customer Experience Analyst
2020-2023

Service Excellence Co.

- Conducted customer surveys and focus groups to gather feedback on service delivery.
- Analyzed customer satisfaction metrics, providing insights to improve service offerings.
- Collaborated with marketing to develop customer engagement strategies that increased retention by 15%.
- Utilized CRM tools to track customer interactions and analyze data trends.
- Prepared reports for senior management on customer insights and service improvements.
- Facilitated training for staff on customer service best practices.

Service Improvement Intern
2019-2020

Customer First Solutions

- Assisted in the analysis of customer feedback to identify service gaps.
- Supported the team in developing training materials for service staff.
- Engaged in project meetings to discuss improvements based on customer insights.
- Utilized Excel for data analysis and reporting purposes.
- Participated in initiatives that enhanced the customer feedback process.
- Prepared documentation summarizing customer experience findings.

★ ACHIEVEMENTS

- Achieved a 20% increase in customer satisfaction scores through targeted service enhancements.
- Recognized for contributions to improving customer feedback processes.
- Developed a training program that improved staff engagement with customer service initiatives.