

MICHAEL ANDERSON

Client Support Specialist

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Visionary Client Servicing Executive with a focus on education and training sectors, possessing over five years of experience in nurturing client relationships and enhancing service delivery. Demonstrated ability to engage with diverse stakeholders, including educators, students, and administrative personnel, to foster collaborative environments. Expertise in developing training programs and resources that address client needs and elevate service standards.

WORK EXPERIENCE

Client Support Specialist | Educational Resources Group

Jan 2022 – Present

- Provided support to educational institutions, ensuring their needs were met effectively.
- Developed training materials that improved service delivery and client engagement.
- Managed client inquiries and resolved issues promptly, enhancing satisfaction.
- Collaborated with cross-functional teams to implement service improvements.
- Conducted client feedback sessions to gather insights for service enhancements.
- Achieved a client satisfaction score of 88%, exceeding organizational targets.

Client Relations Associate | Learning Solutions Corp.

Jul 2019 – Dec 2021

- Maintained relationships with educational clients, ensuring prompt communication.
- Utilized feedback to inform the development of training resources and programs.
- Organized workshops to enhance client engagement and product knowledge.
- Managed documentation and client records to maintain compliance.
- Collaborated with education teams to align services with client needs.
- Recognized for outstanding client service as Employee of the Year in 2023.

SKILLS

Client support

Training development

Educational services

Communication

Team collaboration

Feedback analysis

EDUCATION

Bachelor of Arts in Education

2018

University of Texas

ACHIEVEMENTS

- Increased client satisfaction ratings by 25% through targeted service improvements.
- Successfully launched a client feedback initiative that enhanced service delivery.
- Received the Client Excellence Award for exceptional service in the education sector.

LANGUAGES

English

Spanish

French