



# MICHAEL ANDERSON

## Senior Client Servicing Manager

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### SUMMARY

Dynamic and results-oriented Client Servicing Manager with over a decade of experience in fostering client relationships and enhancing service delivery across various sectors. Expertise in developing strategic initiatives that enhance customer satisfaction and drive revenue growth. Proven ability to lead cross-functional teams and implement innovative solutions that streamline operations and improve client engagement.

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### WORK EXPERIENCE

#### Senior Client Servicing Manager Tech Innovations Inc.

Jan 2023 - Present

- Led a team of 15 client service professionals, enhancing operational efficiency through targeted training programs.
- Implemented a CRM system that improved client tracking and communication, resulting in a 20% increase in client retention.
- Developed comprehensive service-level agreements (SLAs) to ensure client expectations were consistently met.
- Facilitated quarterly business reviews with clients to assess satisfaction and identify opportunities for service enhancement.
- Collaborated with the marketing team to launch client feedback initiatives, significantly improving service delivery.
- Monitored and analyzed client performance metrics to drive strategic improvements in service offerings.

#### Client Relationship Manager Global Finance Group

Jan 2020 - Dec 2022

- Managed a diverse portfolio of high-value clients, achieving a 30% growth in annual revenue.
  - Conducted in-depth market analysis to identify trends and inform client strategy.
  - Established key performance indicators (KPIs) to measure client satisfaction and service effectiveness.
  - Executed targeted outreach campaigns that increased client engagement by 25%.
  - Resolved complex client issues by coordinating with internal departments to ensure timely and effective solutions.
  - Trained and mentored junior staff on best practices in client management and service delivery.
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### EDUCATION

#### Master of Business Administration, Harvard Business School

Sep 2019 - Oct 2020

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### ADDITIONAL INFORMATION

- **Technical Skills:** Client Relationship Management, Data Analysis, Strategic Planning, Team Leadership, Performance Metrics, Service Improvement
- **Awards/Activities:** Recognized as Employee of the Year for outstanding client satisfaction ratings.
- **Awards/Activities:** Successfully launched a client loyalty program that increased repeat business by 40%.
- **Awards/Activities:** Received the Excellence in Service Award for innovative client engagement strategies.
- **Languages:** English, Spanish, French