



# Michael ANDERSON

## CLIENT SERVICES MANAGER

Versatile and detail-oriented Client Servicing Manager with a strong foundation in the retail industry, specializing in enhancing customer service and driving operational efficiencies. Known for the ability to analyze customer feedback and implement actionable strategies that elevate the client experience. Proven success in managing diverse teams and fostering a culture of excellence and accountability.

### CONTACT

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- 📍 San Francisco, CA

### SKILLS

- Customer Service Management
- Operational Efficiency
- Team Coordination
- Feedback Analysis
- Retail Management
- Complaint Resolution

### LANGUAGES

- English
- Spanish
- French

### EDUCATION

**BACHELOR OF BUSINESS  
ADMINISTRATION, UNIVERSITY OF  
CALIFORNIA, BERKELEY**

### ACHIEVEMENTS

- Increased customer satisfaction ratings by 25% through service enhancements.
- Recognized for outstanding performance in client service delivery.
- Developed a customer loyalty program that boosted repeat business by 15%.

### WORK EXPERIENCE

#### CLIENT SERVICES MANAGER

Retail Solutions Corp

2020 - 2025

- Managed daily operations of the client services department, overseeing a team of 10.
- Implemented a customer satisfaction survey that improved feedback collection by 50%.
- Developed training programs for staff to enhance customer interaction skills.
- Coordinated the resolution of customer complaints, achieving a 90% resolution rate.
- Analyzed sales data to inform service improvements and product offerings.
- Maintained relationships with key clients, ensuring ongoing satisfaction and loyalty.

#### CUSTOMER EXPERIENCE COORDINATOR

Shopper's Paradise

2015 - 2020

- Supported the client services team in daily operations, enhancing workflow efficiency.
- Conducted training sessions on best practices in customer service.
- Assisted in the development of promotional campaigns that increased customer engagement.
- Collaborated with marketing to ensure alignment of messaging across client touchpoints.
- Monitored customer feedback and service metrics to identify areas for improvement.
- Resolved customer inquiries and issues in a timely manner, maintaining high satisfaction levels.