MICHAEL
ANDERSON

Lead Customer Support Agent

- San Francisco, CA
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- michael.anderson@email.com

Experienced Customer Travel Support Executive with a strong emphasis on customer service excellence and travel logistics management. Expertise in developing strategies that enhance customer satisfaction and streamline support processes. Proven ability to analyze customer feedback and implement solutions that drive service improvements. Strong leadership skills demonstrated through managing teams and fostering a culture of collaboration.

WORK EXPERIENCE

Lead Customer Support Agent | Voyage Travel Agency
Jan 2022 – Present

- Led a team of 10 support agents, guiding them to achieve high performance and customer satisfaction.
- Designed and implemented customer service training programs that improved team capabilities.
- Monitored service quality metrics and provided feedback for continuous improvement.
- Resolved complex customer issues, maintaining a 90% first-contact resolution rate.
- Engaged with stakeholders to align support services with business objectives.
- Coordinated with IT to enhance support tools and systems for better service delivery.

Customer Travel Advisor | Explore Horizons
Jul 2019 – Dec 2021

- Provided tailored travel advice and solutions to clients, achieving a 98% satisfaction rate.
- Managed booking systems and ensured accurate processing of travel arrangements.
- Educated clients on travel options and industry trends, enhancing their travel experiences.
- Collaborated with suppliers to negotiate favorable terms for clients.
- Engaged in upselling services, contributing to a significant increase in revenue.
- Maintained thorough documentation of customer interactions for future reference.

SKILLS

Customer Service Excellence · Team Leadership · Strategic Planning · Data Analysis · Travel Logistics · Problem Solving

EDUCATION

Bachelor of Science in Travel Management
Las Vegas

University of Nevada

ACHIEVEMENTS

- Received Top Performer Award for outstanding contributions to customer satisfaction.
- Increased upsell conversions by 25% through enhanced product training.
- Successfully reduced average handling time by 15% through process optimization.

LANGUAGES

English · Spanish · French