

MICHAEL ANDERSON

Customer Support Manager

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Dedicated retail customer experience executive with a strong focus on enhancing customer interactions and driving business growth. Extensive experience in managing customer service teams and implementing strategies that improve customer satisfaction. Proven ability to analyze customer feedback and operational metrics to inform service enhancements. Recognized for leading initiatives that significantly improved customer engagement and retention rates.

WORK EXPERIENCE

Customer Support Manager | E-Commerce Retailers

Jan 2022 – Present

- Supervised a team of 30 customer support agents to deliver high-quality service.
- Implemented a training program that increased first-contact resolution rates by 25%.
- Analyzed customer feedback to identify service improvement opportunities.
- Collaborated with IT to enhance the customer support platform.
- Developed performance metrics to monitor service quality and team effectiveness.
- Facilitated regular team meetings to promote knowledge sharing and best practices.

Customer Experience Associate | Retail Solutions Co.

Jul 2019 – Dec 2021

- Provided exceptional customer service through various communication channels.
- Resolved customer inquiries and complaints in a timely manner.
- Maintained detailed records of customer interactions and feedback.
- Assisted in the development of customer service policies and procedures.
- Participated in team training sessions to enhance service delivery.
- Contributed to a customer satisfaction survey that informed service improvements.

SKILLS

Customer Service Management

Team Leadership

Performance Metrics

Training Development

Service Improvement

Operational Efficiency

EDUCATION

Bachelor of Arts in Communications

2015 – 2019

University of Arts

ACHIEVEMENTS

- Achieved a 90% customer satisfaction rating in quarterly surveys.
- Recognized as 'Employee of the Month' for outstanding service contributions.
- Successfully implemented a customer feedback system that improved service response times.

LANGUAGES

English

Spanish

French