



Michael ANDERSON

SENIOR SUPPORT SERVICES COORDINATOR

Experienced Senior Support Services Coordinator with a remarkable ability to enhance customer interactions and streamline support processes. Expertise in managing diverse teams and implementing innovative solutions to elevate service standards. A results-oriented professional known for fostering a culture of excellence and accountability within support frameworks. Demonstrates strong analytical skills, enabling the identification of key performance indicators that drive service improvements.

CONTACT

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SKILLS

- Service Delivery
- Team Leadership
- Performance Management
- Operational Analysis
- Budget Management
- Customer Feedback

LANGUAGES

- English
- Spanish
- French

EDUCATION

**BACHELOR OF SCIENCE IN BUSINESS
ADMINISTRATION, BUSINESS SCHOOL,
2015**

ACHIEVEMENTS

- Recognized for achieving the highest customer satisfaction ratings in the department.
- Implemented process changes that reduced service delivery time by 20%.
- Initiated a mentorship program that improved team morale and performance.

WORK EXPERIENCE

SENIOR SUPPORT SERVICES COORDINATOR

Elite Support Services

2020 - 2025

- Led a team of customer support representatives, achieving a 50% increase in service efficiency.
- Designed and implemented comprehensive training programs tailored to team needs.
- Monitored performance metrics and provided actionable feedback to support staff.
- Streamlined communication processes between departments to enhance service delivery.
- Utilized customer feedback to refine support strategies and improve client relations.
- Managed budget allocations for support resources to maximize operational effectiveness.

CUSTOMER SUPPORT REPRESENTATIVE

Premier Solutions Group

2015 - 2020

- Provided frontline support to customers, addressing issues efficiently.
- Maintained detailed records of customer interactions for future reference.
- Engaged in continuous learning to stay updated on product changes.
- Collaborated with peers to develop best practices for support interactions.
- Assisted in the development of FAQs to reduce resolution time.
- Participated in team meetings to share insights and improve service quality.