



MICHAEL ANDERSON

Senior Support Services Coordinator

Proficient Senior Support Services Coordinator with a strong emphasis on enhancing client relationships and maximizing service efficiency. Expertise in developing and implementing support strategies that drive operational success and foster customer loyalty. Adept at leading teams in delivering exceptional service while utilizing data analytics to inform decision-making. Recognized for a proactive approach to problem-solving and the ability to motivate teams to achieve performance goals.

CONTACT

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- San Francisco, CA

EDUCATION

Associate Degree in Business Management

Community College
2013

SKILLS

- Client Relationships
- Service Efficiency
- Team Leadership
- Data Analytics
- Performance Monitoring
- Continuous Improvement

LANGUAGES

- English
- Spanish
- French

WORK EXPERIENCE

Senior Support Services Coordinator

2020-2023

Service Excellence Group

- Oversaw support operations, achieving a 55% increase in overall service quality.
- Managed a team of 18 support representatives, enhancing their service techniques through targeted training.
- Analyzed service data to identify improvement opportunities and implement solutions.
- Facilitated communication between departments to ensure cohesive service delivery.
- Developed and maintained a customer satisfaction tracking system to monitor service effectiveness.
- Prepared performance reports for senior management on service outcomes.

Customer Support Supervisor

2019-2020

Quality Support Services

- Provided leadership to the support team, ensuring timely resolution of customer issues.
- Maintained comprehensive records of customer interactions to identify service trends.
- Collaborated with product teams to align support strategies with product offerings.
- Conducted training sessions to enhance team capabilities and service delivery.
- Monitored service level agreements to ensure compliance with organizational standards.
- Engaged in customer outreach initiatives to gather feedback and improve services.

ACHIEVEMENTS

- Achieved recognition for the highest client satisfaction ratings in the organization.
- Implemented a service enhancement program that reduced customer complaints by 40%.
- Developed a new onboarding process that improved new hire training efficiency by 30%.