

MICHAEL ANDERSON

Customer Service Team Coach

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Transformational Team Coach with a strong emphasis on enhancing customer service quality in retail environments. Expertise in developing training programs that empower staff to deliver exceptional service and drive customer satisfaction. Proven track record of implementing coaching strategies that yield measurable improvements in team performance and sales. Recognized for fostering a culture of accountability and service excellence among team members.

WORK EXPERIENCE

Customer Service Team Coach | Retail Excellence Corp.

Jan 2022 – Present

- Conducted training sessions that improved customer service ratings by 30%.
- Developed coaching programs focused on conflict resolution and problem-solving.
- Implemented customer feedback systems to inform service improvements.
- Facilitated role-playing exercises to enhance team communication skills.
- Collaborated with management to align team goals with customer satisfaction metrics.
- Monitored team performance and provided ongoing support for improvement.

Sales Team Coach | ShopSmart Ltd.

Jul 2019 – Dec 2021

- Coached sales teams to achieve a 20% increase in sales performance.
- Implemented training initiatives that improved product knowledge among staff.
- Facilitated team-building activities to enhance collaboration.
- Conducted evaluations to measure the impact of coaching on sales metrics.
- Developed recognition programs to motivate and reward high performers.
- Utilized sales data to inform coaching strategies and objectives.

SKILLS

customer service

sales coaching

training development

conflict resolution

performance monitoring

team motivation

EDUCATION

Bachelor of Arts in Business Administration

2015 – 2019

Retail University

ACHIEVEMENTS

- Increased customer satisfaction scores by 25% within one year.
- Recognized as 'Employee of the Year' for outstanding coaching performance.
- Successfully led a team initiative that improved sales conversion rates by 15%.

LANGUAGES

English

Spanish

French