

# MICHAEL ANDERSON

Customer Service Team Manager

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Resourceful Team Manager with a specialization in customer service management, offering over 7 years of experience in leading teams to deliver exceptional customer experiences. Commended for the ability to develop and implement customer service strategies that enhance satisfaction and loyalty. Proven track record in driving operational improvements and fostering a culture of service excellence.

## WORK EXPERIENCE

### Customer Service Team Manager | Service Excellence Inc.

Jan 2022 – Present

- Oversaw a team of 20 customer service representatives in delivering top-tier service.
- Implemented a training program that improved team performance by 30%.
- Developed customer feedback mechanisms to enhance service delivery.
- Monitored performance metrics and provided coaching to team members.
- Collaborated with other departments to resolve customer issues effectively.
- Facilitated regular team meetings to discuss service improvements.

### Customer Support Supervisor | Client Care Solutions

Jul 2019 – Dec 2021

- Supervised a team of 15 in managing customer inquiries and complaints.
- Improved response times by 25% through process enhancements.
- Developed and maintained training materials for new hires.
- Analyzed customer satisfaction surveys to identify areas for improvement.
- Coordinated with technical teams to address product-related queries.
- Monitored service levels and ensured compliance with company policies.

## SKILLS

Customer Service Management

Team Development

Performance Metrics

Operational Improvement

Relationship Management

Strategic Planning

## EDUCATION

### Bachelor of Arts in Business Administration

2015 – 2019

College of Commerce

## ACHIEVEMENTS

- Awarded 'Top Team' for outstanding customer satisfaction ratings.
- Successfully implemented a new CRM system, improving efficiency by 40%.
- Recognized for exceptional leadership in driving service excellence.

## LANGUAGES

English

Spanish

French