

EMILY DAVIS

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Customer service supervisor with over eight years of experience leading teams to deliver exceptional customer support. Proven track record in improving customer satisfaction scores and team productivity. Skilled in conflict resolution, employee training, and performance management. Committed to enhancing customer experiences and driving organizational success.

KEY SKILLS

- Customer relationship management
- Team leadership and development
- Conflict resolution
- Performance metrics analysis
- Customer satisfaction improvement
- CRM software proficiency
- Training and coaching
- Communication skills
- Time management
- Process improvement

PROFESSIONAL EXPERIENCE

Customer Service Supervisor | June 2018 to Present

Global Support Solutions, City, State

- Over the past five years, supervised a team of 20 customer service representatives, leading to a 30% increase in customer satisfaction ratings
- Implemented a new training program over a one-year period, reducing average call handling time by 25% and increasing first-call resolution rates by 20%
- Managed conflict resolution for escalated customer issues, decreasing customer complaints by 15% within six months
- Analyzed performance metrics monthly, providing feedback that improved team productivity by 20% over two years

Senior Customer Service Representative | July 2015 to May 2018

Quality Care Services, City, State

- Led a team of 5 representatives for two years, achieving a 95% customer satisfaction score
- Assisted in developing a customer feedback system, which increased feedback response rates by 40% over six months
- Trained new hires, reducing onboarding time by 15% and improving initial performance scores by 10%

EDUCATION

Bachelor of Arts in Communications
State University, City, State

CERTIFICATIONS

- Certified Customer Service Professional (CCSP) | Customer Service Institute (CSI)
- Certified Call Center Manager (CCCM) | International Customer Management Institute (ICMI)
- Six Sigma Yellow Belt | American Society for Quality (ASQ)