

ALEX TAYLOR

(321) 654-0987 • Austin, TX 78701 • alex.taylor@email.com • LinkedIn | Portfolio

An assistant customer service manager with five years of experience specializing in team management, communication, staff development, and conflict resolution. I have a proven record of training new hires, resolving escalated customer issues, and refining operational workflows.

Professional Experience

ASSISTANT CUSTOMER SERVICE MANAGER | HIGHLAND CALL CENTER, AUSTIN, TX
MARCH 2019 – PRESENT

- Coordinate with the call center manager in leading a team of over 20 customer service representatives, deliver training and performance feedback, and drive efforts to increase overall customer satisfaction by 19% over two years
- Identify opportunities to optimize scheduling procedures improve coverage during high-volume periods and reduce staffing shortages

SENIOR CUSTOMER SERVICE REPRESENTATIVE | SUNRISE ELECTRONICS, AUSTIN, TX
JUNE 2017 – MARCH 2019

- Led a team of 10 customer service personnel, coordinated daily operations, and provided ongoing coaching and mentorship to enhance team performance, resulting in a 13% increase in client satisfaction
 - Supported the customer service manager in revising policies and training materials, leading to an 18% increase in first-call resolution rates
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Key Skills

- Team leadership
 - Coaching and mentoring
 - Conflict resolution
 - Customer satisfaction strategies
 - Operations management
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Education

- Associate of Science (A.S.) Business Administration | Austin Community College
Austin, TX | 2018
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Certifications

- Certified Customer Experience Professional (CCEP), 2018