

# Sandra Lane

## Customer Service Manager

A results-driven customer service manager with seven years of experience, specializing in team management, staff development, and conflict resolution. A proven track record of building and leading customer-facing teams in high-volume business settings. Adept at driving initiatives to enhance service delivery and grow customer loyalty.



## CONTACT

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## KEY SKILLS

- Conflict resolution
- Customer retention
- Employee training and mentoring
- Operations management
- Team leadership

## PROFESSIONAL EXPERIENCE

July 2018 - Present

**Customer Service Manager, Midwest Airlines** | Chicago, IL

- Manage a team of over 25 customer service representatives at the O'Hare International Airport, provide training and ongoing support to maintain quality standards, and ensure high-level service delivery during peak traffic
- Lead the design and implementation of a new customer feedback system, contributing to a 16% increase in airline satisfaction scores within one year
- Liaise with cross-functional teams to identify timely solutions for escalated customer issues, resulting in a 12% reduction in complaint resolution time

February 2017 - July 2018

**Customer Service Representative, Delta Air Lines** | Chicago, IL

- Delivered exceptional service to over 100 customers per day, fielded inquiries, and resolved complex issues with professionalism and empathy, resulting in a 93% satisfaction score
- Coordinated with the customer service manager to integrate improvements for check-in procedures, contributing to a 9% reduction in customer wait times

## EDUCATION

**Bachelor of Business Administration (B.B.A.)**

University of Illinois, Chicago, IL | February 2017

## CERTIFICATIONS

- Certified Customer Service Manager (CCSM), August 2017