

Alex Taylor

Assistant Customer Service Manager

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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 2025 – 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
- Serve as the point of contact for escalated customer tickets and refined call scripts based on recurring issues, contributing to a 17% reduction in average resolution times

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

EDUCATION

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

July 2018

KEY SKILLS

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

CERTIFICATIONS

- Certified Customer Experience Professional (CCEP), May 2018
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