

SAM SMITH

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CUSTOMER SERVICE PROFESSIONAL WITH EXTENSIVE TRAINING/LEADERSHIP EXPERIENCE

Customer Relations & Retention/Policy & Procedure Development/Staff Supervision & Training

PROFESSIONAL SUMMARY

A results-oriented Customer Service Professional offering progressive training and supervisory experience and a demonstrated track record of success resolving customer problems with tact and diplomacy. Results-driven leader with a proven ability to leverage high-level customer service skills with extensive teaching experience to train teams in effective problem resolution and service methods to increase customer satisfaction. Recognized as a skilled communicator, presenter, and facilitator with an ability to inspire commitment, direct all types of personalities, and lead teams to maximize performance and promote continuous improvement. Ability to provide clear expectations and directions and implement individualized instructional plans while fostering teamwork and accountability. Superior interpersonal, analytical, and assessment skills. Strong written, oral, and technical aptitude. Proficient in Microsoft Office Suite and Seibel Data Management System.

CORE COMPETENCIES

- *Customer Loyalty/Satisfaction*
- *Staff Supervision & Coaching*
- *Problem/Conflict Resolution*
- *Technical Assistance/Guidance*
- *Records/Data Management*
- *Instructional Design & Delivery*
- *Policy/Procedure Development*
- *Quality Assurance/Standards*
- *Customer Service Management*
- *Presentations/Public Speaking*
- *New Hire Training/Development*
- *Performance Assessments/Testing*
- *Talent/Leadership Development*
- *Process Innovation/Optimization*
- *Group Collaboration/Facilitation*

PROFESSIONAL EXPERIENCE

ABC Company Any Town, USA Nov. 2010 - Present

Customer Service Trainer

Spearheaded new hire training programs for customer service teams for a land-line communications company.

- Directed and coached teams of up to twenty-five (25) agents; built a cohesive team through quality training and retention practices in an effort to meet contract demands and capitalize on bottom-line performance.
- Worked in tandem with Call Center Directors, Managers, and Supervisors to ensure training programs met department needs and resulted in increased customer satisfaction.
- Developed and maintained a thorough understanding of all systems utilized by Customer Service Agents on a daily basis.
- Analyzed service operations and recommended procedural processes to improve productivity, accuracy, and efficiency.

Selected Accomplishments:

- Supported the career and skill development of both classroom and work-at-home teams to ensure engagement, retention, and future talent development; maintained an 85% employee retention rate.
- Partnered with the Call Center Manager to improve Customer Service Agent's sales and service handle times and statistics.

ABC Company Any Town, USA May 2006 - Oct. 2008

Customer Service Supervisor/Quality Analyst/Customer Service Trainer

Improved bottom-line performance and fostered employee engagement through the execution of new hire training programs for the industry's only wireless provider of specialist managed services.

- Provided training for over 150 new hires to support a variety of business contracts; acted as a champion of training on company policies, guidelines, and best practices.
- Facilitated new hire classes for major accounts; trained representatives in computer software applications, technical troubleshooting, and customer service and quality operations.
- Selected to train service representatives for two (2) new business contracts that significantly grew the company's revenue base.
- Collaborated across departments to uncover performance gaps and conducted ongoing assessments of coursework and curricula to ensure continued client satisfaction.
- Served as the Quality Assurance point of contact for Verizon Wireless and Cingular/AT&T Wireless contracts.

Selected Accomplishments:

- Promoted three (3) times throughout company tenure.

PROFESSIONAL EXPERIENCE (CONTINUED)

- Selected as part of the leadership team responsible for opening a new 500-person call center in Boise, ID.
- Certified Customer Service and Quality Assurance Trainer for Verizon Wireless.
- Significantly increased customer service team skill levels by training new representatives in efficient problem solving and quality assurance techniques.

ABC Company**Any Town, USA****July 1997 - Jan. 2004****Lead Representative/Quality Trainer/Resolution Desk Customer Service Representative III**

Assumed increasing levels of responsibility within all facets of customer service/support, operations, new hire training and team management for a global leader in telecommunication services.

- Supervised and trained a twenty-five (25)-person customer satisfaction team for two (2) years; built an effective team through team development, training, recognition, and accountability and enforced adherence to corporate standards at all times.
- Facilitated new hire customer service and quality training for seven (7) years; provided leadership by creating a collaborative and results-orientated environment and ensured the effective use of company tools and resources.
- Served as Lead Representative for four (4) years; modeled customer service and troubleshooting skills in every client and representative interaction.
- Collaborated across departments to analyze processes and procedures to ensure ongoing client satisfaction.
- Resolved complex, escalated customer issues by interfacing with customers and other internal departments.

Selected Accomplishments:

- Promoted six (6) times throughout company tenure.
- Recipient, Circle of Excellence Award for performance excellence, 2002.
- Piloted the implementation of a resolution desk; wrote and disseminated policies, procedures, and work processes nationwide.
- Streamlined established systems; resulted in increased productivity department-wide.
- Trained new representatives in efficient problem-solving techniques; resulted in improved client satisfaction ratings.

EDUCATION

Currently Pursuing a Bachelor of Arts in Business Administration; Projected Graduation: July 2012
Colorado Technical University (Attending Virtually), Colorado Springs, Colorado

Bachelor of Arts in Theater Management and Directing
Seattle Pacific University, Seattle, Washington

PROFESSIONAL DEVELOPMENT*Extensive Training in the Areas of:*

- Customer Service ▪ Employee Relations ▪ Human Resources ▪ Management ▪ Leadership
- Problem Resolution ▪ Relationship-Building ▪ Team-Building

VOLUNTEER EXPERIENCE

- Theater Director, ABC Methodist Church (1994 - Present)

References Furnished Upon Request