

HENRY WALKER

Assistant Customer Service Manager

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PROFESSIONAL SUMMARY

Dynamic Assistant Customer Service Manager with over 2 years of experience in enhancing customer satisfaction and streamlining operations. Skilled in addressing customer concerns and fostering team collaboration to achieve business objectives. Committed to driving service excellence and contributing to organizational success through strategic problem-solving and effective communication.

WORK EXPERIENCE

Assistant Customer Service Manager

Pineapple Enterprises

📅 Apr / 2024-Ongoing
📍 Santa Monica, CA

- 1. Managed a team of 30 associates, ensuring high standards of customer service and operational efficiency.
- 2. Implemented training programs for staff to enhance service delivery and customer engagement.
- 3. Monitored and enforced company policies to maintain a successful business environment.
- 4. Utilized company systems for troubleshooting to ensure seamless service operations.
- 5. Resolved customer conflicts swiftly, preserving customer loyalty and trust.
- 6. Maintained accurate records of employee performance, training, and customer feedback.
- 7. Oversaw cash handling procedures and conducted daily financial reconciliations to prevent discrepancies.

Customer Service Manager

Crescent Moon Design

📅 Apr / 2023-Apr / 2024
📍 Portland, OR

- 1. Conducted interviews and trained new employees on company policies and service standards.
- 2. Managed safety protocols and filed necessary reports to ensure workplace compliance.
- 3. Resolved customer inquiries and complaints with empathy and efficiency, enhancing customer loyalty.
- 4. Ensured a superior customer experience by promptly addressing concerns and providing solutions.
- 5. Monitored cash drawers across multiple checkout stations, ensuring adequate cash supply.
- 6. Compiled and presented weekly sales reports to management for performance evaluation.

EDUCATION

Bachelor of Science in Business Administration

University of Phoenix

📅 Apr / 2022-Apr / 2023
📍 Chicago, IL

Focused on customer service management and operational efficiency.

SKILLS

Customer Service Management



Issue Resolution



Team Leadership



Data Management



ACHIEVEMENTS

- 🌟 Increased customer satisfaction ratings by 15% through improved service protocols.
- 🌟 Reduced average resolution time for customer inquiries by 20% by implementing new workflow processes.
- 🌟 Trained and onboarded 10+ new staff, enhancing team productivity and service quality.