

EMMA JOHNSON

Client Support Manager

PROFESSIONAL SUMMARY

Innovative Client Support Manager with a decade of experience driving customer satisfaction and operational excellence. Skilled in leading cross-functional teams to enhance service delivery and build lasting client partnerships. Focused on utilizing data analytics to streamline processes and proactively address client needs, ensuring a superior support experience.

WORK EXPERIENCE

Client Support Manager

Apr / 2018-Ongoing

WidgetWorks Inc.

■ Denver, CO

- 1. Analyzed financial activities of departments to inform budget planning and enhance operational efficiency.
- 2. Reviewed records and reports to monitor work activities and evaluate performance metrics.
- 3. Developed and implemented work schedules and duty assignments for administrative staff to optimize productivity.
- 4. Resolved customer service and billing complaints through effective communication and solution-oriented approaches.
- 5. Maintained accurate records of customer interactions and transactions to ensure transparency and accountability.
- 6. Planned and organized stockroom layouts to maximize space and efficiency in inventory management.
- 7. Oversaw inventory, personnel, and order records to streamline operations and reduce costs.

Client Support Manager

m Apr / 2015-Apr / 2018

Crescent Moon Design

- **耳** Portland, OR
- 1. Supervised tech support staff, ensuring high-quality service for all software and hardware inquiries.
- 2. Facilitated escalations and upgrades for clients, collaborating with sales teams to enhance overall satisfaction.
- 3. Directed quality assurance initiatives within the customer service department to improve service standards.
- 4. Managed a team of ten customer service representatives, focusing on team development and performance management.
- 5. Created comprehensive reports and training materials to support new procedure implementation and staff training.
- 6. Resolved client issues diplomatically via phone and email, maintaining strong client relationships.

EDUCATION

Bachelor of Science in Business Administration

Apr /

University of California

Fortland, OR

Apr /

2015

Focused on management and customer service principles to enhance business operations.

SKILLS

Client Relationship Management **Active Listening** Client Engagement Issue Tracking 10 Follow-up Skills Presentation Skills

INTERESTS

Fashion **Gaming** Film Film Technology

STRENGTHS



LANGUAGES



ACHIEVEMENTS

- hcreased customer satisfaction ratings by 30% through targeted training programs for support staff.
- Successfully implemented a new CRM system that improved response times by 25%.
- Reduced support ticket resolution time by 40% by streamlining internal processes.