

Regional Customer Service Manager

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PROFESSIONAL SUMMARY

Accomplished Regional Customer Service Manager with 7 years of experience in elevating customer satisfaction and streamlining service operations. Expert in leading diverse teams, implementing strategic initiatives, and enhancing customer engagement. Focused on fostering an empowering workplace culture that drives exceptional service delivery and sustainable business growth.

WORK EXPERIENCE

Regional Customer Service Manager

WidgetWorks Inc.

Feb / 2021-Ongoing

📌 Denver, CO

1. Analyzed product inventory levels against forecasted demand, adjusting inventory to meet customer needs.
2. Forecasted monthly and annual sales targets, ensuring alignment with company goals.
3. Integrated two customer service divisions, saving \$95K in operational costs.
4. Oversaw the customer service department, ensuring exceptional service delivery.
5. Managed payroll processes to ensure timely employee compensation.
6. Collaborated with teams to provide outstanding service to customers.
7. Demonstrated commitment to customer satisfaction by prioritizing urgent inquiries.
8. Planned and managed the onboarding process, directing team responsibilities.

Referral Coordinator

Crescent Moon Design

Feb / 2018-Feb / 2021

📌 Portland, OR

1. Coordinated with medical offices and insurance companies to streamline appointment scheduling and verification.
2. Utilized software tools to maintain accurate logs of patient appointments and documentation.
3. Managed referrals and appointments for a team of physicians, ensuring efficient operations.
4. Balanced office duties including phone management and administrative tasks.
5. Collaborated with store managers and vendors to enhance service delivery.
6. Worked with quality control and accounting teams to ensure service accuracy.

EDUCATION

Bachelor of Business Administration

University of Michigan

Focused on management and customer service principles.

Feb / 2015-Feb / 2018

📌 Chicago, IL

SKILLS

Cross-functional Collaboration

Reporting Skills

Inventory Management

Policy Development



ACHIEVEMENTS

- 🚀 Increased customer satisfaction scores by 25% through targeted training programs.
- 🚀 Reduced customer complaints by 40% by implementing a new feedback system.
- 🚀 Achieved a 15% reduction in operational costs through process optimization.