

# Customer Service Team Manager

## ROBERT SMITH

Phone: (123) 456 78 99  
Email: [info@qwikresume.com](mailto:info@qwikresume.com)  
Website: [www.qwikresume.com](http://www.qwikresume.com)  
LinkedIn:  
[linkedin.com/qwikresume](https://www.linkedin.com/qwikresume)  
Address: 1737 Marshville Road,  
Alabama.

### Objective

Have been in mortgage for 20 years on both the title/attorney side and with a bank lending. Have worked in both conventional and government lending and in both processing and closing management positions. Looking for the opportunity to get back into the mortgage business.

### Skills

Microsoft Office, Team Management.

### Work Experience

#### Customer Service Team Manager

**ABC Corporation** - March 1990 - June 2016

- Managed a team of up to 18 Customer Service Representatives.
- Monitored daily productivity of the team to ensure an acceptable level of performance.
- Completed monthly one-on-one performance reports and reviewed them with team members.
- Regularly coached and developed representatives to improve performance.
- Performed monthly audits to ensure representatives are compliant with company guidelines.
- Developed tracking reports ensuring quality performance.
- Conducted weekly meetings to inform team members of changes in policies, procedures, and systems.

#### Customer Service Team Manager

**Delta Corporation** - 1988 - 1990

- Lead teams of 15 front line employees to exceed target metrics, resolve customer concerns, and be the leaders of tomorrow Monitor and evaluate .
- Behavioral based coach improvement within representatives Develop front line employees abilities Individual Accomplishments Key contributor award - .
- Responsible for a 15 to 20 member Customer Service Team.a
- Consistently leading that Customer Service Team to meet and to exceed company goals.
- Developed relationships with our Customer Service Representative to understand and motivate them to meet and exceed company goals Using LEAP tactics .
- Manager in 60 for iPhone Technical Support iPhone Advanced Support Specialist (Tier 2 iPhone Tech Support) Customer Care Representative.
- EGS provides customer-focused call center support for UPS.

### Education

High School Diploma - (Leakesville High School - Leakesville, MS)