

# Robert Smith

## Customer Service Team Manager

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### SUMMARY

Seeks to share knowledge and skills with a company that is supportive of growth opportunities and development. Willing to take on the challenge of a new horizon and grow.

### SKILLS

Customer Service, Mortgage, Financial Services, Management, Executive Escalations, Credit Card, Marketing.

### WORK EXPERIENCE

#### Customer Service Team Manager

ABC Corporation - 2003 - 2006

- Managed a team of 11 Operation Analysts who are the highest escalation point of contact in the department.
- Managed a team of 16 terminal support associates including 3 team leaders and 1 specialist.
- Interacted with internal departments on a daily basis to assist in resolving merchant problems and concerns that retains ongoing business.
- Developed and updated new procedures for the terminal support department that helps the department run more effectively.
- Handled Human Resource issues.
- Conducted monthly and daily meetings keeping team updated.
- Provided support to end-users including administrative staff, teachers, guidance counselors, and support staff.

#### Customer Service Team Manager

Delta Corporation - 2000 - 2005

- Supervise and train full time Customer Service Representatives focusing on Software modules including but not limited to Health Records, .
- Provide support to end users including administrative staff, teachers, guidance counselors and support staff.
- Produce end user instructional documentation, tutorials and customer newsletter articles.
- Travel nationwide to provide training to end users at their location (on-site), at Skyward branch offices and at state user conferences.
- Achieves customer service objectives by contributing customer service information and recommendations to strategic plans and reviews; preparing and .
- Manage 11 Technical Advocates, 2 of which are remote to support Hematology customers for Medical Equipment support.
- Manage personnel in 3 geographic locations.

### EDUCATION

Bachelors in Business - 2006(Indiana Wesleyan University - Louisville, KY)