

Robert Smith

Customer Support Manager/Executive

CONTACT DETAILS

1737 Marshville Road,
Alabama
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SKILLS

A+ Certified.

LANGUAGES

English (Native)
French (Professional)
Spanish (Professional)

INTERESTS

Climbing
Snowboarding
Cooking
Reading

REFERENCES

Reference - 1 (Company Name)
Reference - 2 (Company Name)

PERSONAL STATEMENT

Customer Service Manager with 10+ years in customer service including 8+ years managing Technical Support operations for global VoIP hosting provider in online PC gaming industry. Expansive knowledge of VoIP solutions, customer care, managing customer service representatives, implementing process improvements and increasing customer satisfaction and retention.

WORK EXPERIENCE

Customer Support Manager/Executive **ABC Corporation - 2009 - 2013**

Responsibilities:

- Supported implementation and post implementation project for large DOD customers.
- Support spanned from pre-award to post-award on various customer opportunities.
- Responsible for providing weekly status updates of project issues and mitigation plans.
- Maintained positive working relationship with customer and developed strategies for realizing new business opportunities.
- Worked with internal groups from contract manager to accounts receivable to ensure all aspects of the contract were met.
- Effectively teamed with system integrators to achieve optimal solution and price points for key customer bids.
- Worked directly with the prime contractors support personnel on issue resolution, reporting, availability analysis, and various other contract requirements.

Customer Support Manager **At Home - 2007 - 2009**

Responsibilities:

- Manage day to day operations of the store in addition to hiring, training and coaching new associates on the sales floor.
- Ensuring daily tasks get complete such as scheduling, payroll and sales tracking.
- Create a welcoming environment to customers and provide an excellent shopping experience.
- Promoting and marketing a new company to the area and helping develop new marketing strategies that cater to the community.
- Accomplishment Running a successful customer support team and promoting the company to the community.
- Bringing new customers to the mall in which the store resides in.
- Meeting/exceeding weekly sales goals..

Education

B.B.A in Finance - (University of Texas at Arlington - Arlington, TX)