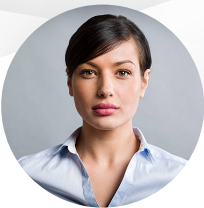


OLIVIA SMITH

Escalation Manager

✉ support@qwikresume.com ☎ (123) 456 7899 📍 Los Angeles

🌐 www.qwikresume.com



PROFESSIONAL SUMMARY

Results-driven Escalation Manager with over 5 years of experience in resolving complex customer issues, enhancing service delivery, and driving process improvements. Proven ability to lead cross-functional teams and communicate effectively with stakeholders.

WORK EXPERIENCE

Escalation Manager

Pineapple Enterprises

📅 Dec / 2021-Ongoing

📍 Santa Monica, CA

1. Reported and escalated complex customer issues, ensuring timely resolutions and customer satisfaction.
2. Collaborated with Senior Leadership to develop action plans, set expectations, and communicate updates effectively.
3. Recommended process improvements to enhance customer experience and reduce escalations.
4. Analyzed escalation trends, providing strategic recommendations to address systemic issues proactively.
5. Refined Escalation Management processes, protocols, and dashboards to improve efficiency.
6. Maintained regular communication with stakeholders, building credibility through timely actions during escalations.
7. Monitored customer health trends to identify and resolve potential issues before escalation.

Escalation Manager

Lakeside Apparel Co

📅 Dec / 2019-Dec / 2021

📍 Chicago, IL

1. Managed escalated calls, employing negotiation strategies to resolve customer complaints effectively.
2. Ensured compliance with FCC standards while resolving residential and business complaints.
3. Assessed critical IT incidents, engaging engineers to facilitate swift resolutions.
4. Coordinated technical bridge calls during critical incidents to ensure timely resolutions.
5. Documented all major activities during incident troubleshooting for future reference.
6. Reported critical incidents to senior management, providing comprehensive overviews of resolutions.
7. Acted as the primary contact for customer activities related to escalations, coordinating with internal experts.

EDUCATION

Bachelor of Science in Business Administration

University of California

📅 Dec / 2017-Dec / 2019

📍 Chicago, IL

Focused on management principles and customer service strategies.

SKILLS

Customer Engagement



Team Leadership



Conflict Resolution



Process Improvement



ACHIEVEMENTS

- ★ Reduced escalation resolution time by 30% through process optimization.
- ★ Achieved a 95% customer satisfaction rate in escalated cases.
- ★ Implemented a new escalation protocol that decreased repeat issues by 40%.