

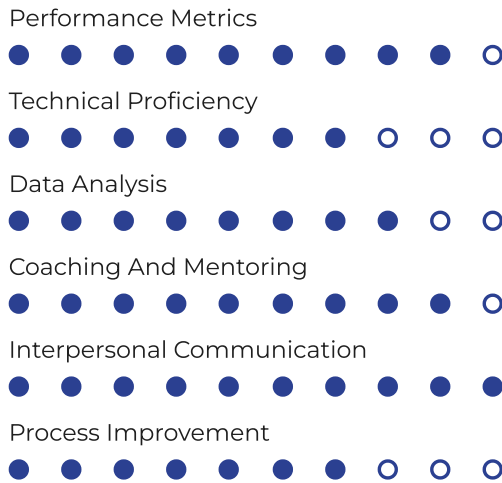


EVELYN WHITE

Customer Service Team Lead

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

💡 SKILLS



🎯 INTERESTS

🔧 DIY Projects ✂ Crafting
○ Meditation 🏛 History

👊 STRENGTHS

🌿 Humility 💡 Innovation
👁 Insightfulness ✔ Integrity

🗣 LANGUAGES



🌟 ACHIEVEMENTS

- 🌟 Increased customer satisfaction scores by 20% through strategic training programs.
- 🌟 Successfully led a team of 15 representatives, achieving a 95% service level agreement.

👤 PROFESSIONAL SUMMARY

Accomplished Customer Service Team Lead with 7 years of experience in driving team performance and enhancing customer satisfaction. Skilled in coaching and developing staff to exceed service goals while maintaining high operational standards. Passionate about implementing innovative solutions to elevate the customer experience and support team dynamics.

💼 WORK EXPERIENCE

Customer Service Team Lead 📅 Apr / 2020-Ongoing
WidgetWorks Inc. 📍 Denver, CO

1. Supervise and mentor a team of customer service representatives to enhance service delivery.
2. Analyze branch performance metrics and prepare actionable reports for management.
3. Set and communicate clear expectations for service quality and team productivity.
4. Coordinate community engagement initiatives, including participation in military support events.
5. Achieved recognition for the branch's outstanding contributions during Military Saves Week.
6. Manage project timelines while ensuring exceptional customer service standards.
7. Utilize multitasking skills to meet deadlines and exceed customer expectations.

Lead Customer Service Representative 📅 Apr / 2018-Apr / 2020
Cactus Creek Solutions 📍 Phoenix, AZ

1. Welcome customers warmly, ensuring a positive first impression upon entry.
2. Oversee inventory management processes to maintain optimal stock levels.
3. Collaborate with vendors for timely product ordering and delivery.
4. Ensure efficient product stocking and merchandising on the sales floor.
5. Utilize point-of-sale systems to process transactions accurately.
6. Maintain a clean and organized workspace to enhance customer experience.

🎓 EDUCATION

Bachelor of Arts in Business Administration 📅 Apr / 2016-Apr / 2018
University of Southern California 📍 Denver, CO

Focused on management principles and customer service strategies.