

JAMES CLARK

Product Support Manager

PROFESSIONAL SUMMARY

Results-driven Product Support Manager with 5 years of experience enhancing customer satisfaction and streamlining support operations. Proven ability to lead cross-functional teams and develop effective support strategies that align with business goals. Passionate about fostering client relationships and continuously improving processes to drive operational excellence.



WORK EXPERIENCE

Product Support Manager

May / 2021-Ongoing

Seaside Innovations

■ Santa Monica, CA

- 1. Managed the implementation of a product support system for eBay's Audience Retargeting Platform, enhancing user experience.
- 2. Transitioned to Product Support Manager, overseeing a new version of the Dynamic Ad Platform.
- 3. Formulated support policies and improved SLA compliance by 100% in the first two months of implementation.
- 4. Directed data management and audience targeting initiatives using Oracle Bluekai for effective retargeting.
- 5. Enabled data collection on the eBay mobile site to enhance remarketing efforts.
- 6. Developed comprehensive documentation for support policies and procedures.
- 7. Established and monitored group SLAs to ensure adherence to service commitments.

Product Support Manager

May / 2020-May / 2021

Silver Lake Enterprises

- **耳** Seattle, WA
- 1. Oversaw product management across manufacturing, marketing, sales, and customer support sectors.
- 2. Developed and executed sales growth initiatives and marketing
- 3. Conducted facility tours to showcase equipment capabilities and secure customer contracts.
- 4. Managed projects for new customer application implementations.
- 5. Served as a liaison between sales, clients, and technical teams to resolve issues efficiently.
- 6. Supervised a team of product support engineers, providing account management for major accounts generating over \$6 million in annual revenue.



EDUCATION

Bachelor of Science in Business Administration

May / 2019

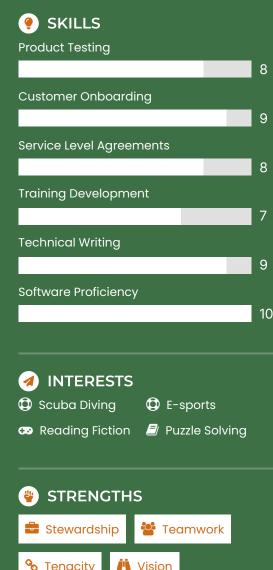
May / 2020

University of California

■ Denver, CO

Focused on management strategies and customer relations.

(123) 456 7899 Los Angeles www.qwikresume.com





LANGUAGES



English Japanese German

ACHIEVEMENTS



Reduced average response time to customer inquiries by 40% through process optimization.