



# JAMES CLARK

## Product Support Manager

✉ support@qwikresume.com

☎ (123) 456 7899

📍 Los Angeles

🌐 www.qwikresume.com

### 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

📍 Seattle, WA

1. Oversaw product management across manufacturing, marketing, sales, and customer support sectors.
2. Developed and executed sales growth initiatives and marketing programs.
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.

### SKILLS

Product Testing



Customer Onboarding



Service Level Agreements



Training Development



Technical Writing



Software Proficiency



### INTERESTS

🤿 Scuba Diving

🎮 E-sports

📖 Reading Fiction

🧩 Puzzle Solving

### STRENGTHS

👛 Stewardship

👥 Teamwork

🔗 Tenacity

👁 Vision

### LANGUAGES



English



Japanese



German

### ACHIEVEMENTS

🌟 Implemented a customer feedback system that improved satisfaction scores by 30%.

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