

WILLIAM PEREZ

Senior Service Manager

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PROFESSIONAL SUMMARY

Versatile Senior Service Manager with 7 years of dedicated experience in elevating service delivery and operational efficiency. Expertise in managing cross-functional teams, optimizing processes, and implementing innovative solutions that drive customer satisfaction. Committed to leveraging strategic insights to foster a culture of excellence and continuous improvement across all service operations.

WORK EXPERIENCE

Senior Service Manager May / 2020-Ongoing
WidgetWorks Inc. Denver, CO

- 1. Directed all aspects of service operations for over 135,000 global users, enhancing service delivery.
- 2. Managed service contracts with major Internet Service Providers to ensure optimal performance.
- 3. Oversaw budget management for Client Infrastructure, focusing on cost recovery and efficiency.
- 4. Produced comprehensive reports on Windows 7 deployment and application compatibility for senior management.
- 5. Implemented server optimization strategies, resulting in \$2 million in fiscal savings and \$3 million in annual revenue.
- 6. Supervised server upgrades in alignment with life cycle management processes, ensuring compliance and efficiency.
- 7. Acted as the primary point of contact for remote access services, facilitating seamless user migrations across global businesses.

Senior Service Manager May / 2018-May / 2020
Crescent Moon Design Portland, OR

- 1. Managed operations for 14 properties across multiple states, enhancing service and maintenance protocols.
- 2. Developed and implemented budget strategies and maintenance procedures for improved efficiency.
- 3. Conducted REAC inspections and managed risk assessments to ensure property compliance and safety.
- 4. Partnered with top strategic channel partners to deploy global products and services, driving business growth.
- 5. Streamlined departmental structure, achieving an 8% reduction in expenses and improving turnover rates.

EDUCATION

Bachelor of Science in Business Administration May / 2016 - May / 2018
University of California Denver, CO

Focused on service management and operational efficiency strategies.

SKILLS

- Coaching And Mentoring
- Supplier Relationship Management
- Employee Engagement
- Operational Performance Management
- Service Policy Development

INTERESTS

- Home Brewing Wildlife Conservation
- Running Public Speaking

STRENGTHS

- Willingness Wisdom
- Zeal Ingenuity

LANGUAGES

- English Arabic Mandarin

ACHIEVEMENTS

- Achieved a 20% increase in customer satisfaction scores through enhanced service protocols.
- Implemented a new service tracking system that reduced response times by 30%.