

# LIAM ANDERSON

## Service Delivery Specialist

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### PROFESSIONAL SUMMARY

With a decade of experience as a Service Delivery Specialist, I excel in optimizing service delivery frameworks and enhancing operational efficiency. My expertise includes stakeholder engagement, process analysis, and continuous improvement initiatives that lead to exceptional customer experiences. I am dedicated to implementing strategic solutions that drive success and elevate service quality.

### WORK EXPERIENCE

**Service Delivery Specialist** Apr / 2018-Ongoing  
Seaside Innovations Santa Monica, CA

- Oversaw daily service delivery operations for over 150 devices, enhancing customer service.
- Managed technical support through follow-up communications, ensuring timely issue resolution.
- Implemented cost-saving measures that significantly improved account profitability.
- Contributed to the development of procedures for OCC implementation in NAS.
- Provided support to the Client Relations Manager, ensuring seamless operations.
- Supervised a team of six Benefit and Technical representatives, enhancing service quality.
- Defined project deliverables and monitored task statuses to ensure ongoing service effectiveness.

**Service Delivery Specialist** Apr / 2015-Apr / 2018  
Crescent Moon Design Portland, OR

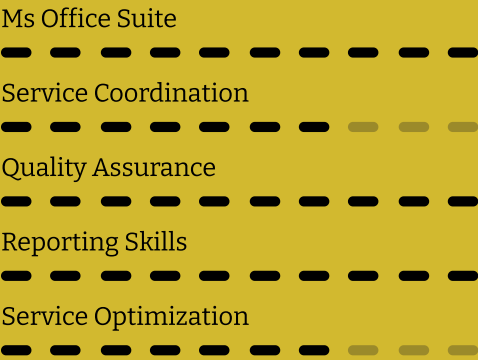
- Served as the primary liaison between HR and Account Managers, enhancing communication and service delivery.
- Trained over 50 customer service representatives on 401(k) plan functionalities, improving service efficiency.
- Led a team of IT Helpdesk representatives, providing comprehensive support to end-users.
- Educated customers on service features and verified service functionalities effectively.
- Coordinated the installation of Audio Visual equipment, improving service offerings.

### EDUCATION

**Bachelor of Science in Business Administration** Apr / 2012 - Apr / 2015  
University of Springfield Denver, CO

Focused on operational management and service delivery strategies.

### SKILLS



### INTERESTS

- Home Brewing Wildlife Conservation  
Running Public Speaking

### STRENGTHS



### LANGUAGES



### ACHIEVEMENTS

- Achieved a 20% reduction in service delivery time through process optimization.
- Enhanced customer satisfaction scores by 30% by implementing feedback mechanisms.