

# MIA TAYLOR

## Service Team Leader

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### PROFESSIONAL SUMMARY

Dynamic leader with 7 years of experience driving service excellence in customer-focused environments. Skilled in team development, process optimization, and enhancing customer satisfaction. Proven ability to lead diverse teams, implement effective training programs, and achieve operational goals. Committed to fostering a culture of continuous improvement and delivering exceptional service outcomes.

### WORK EXPERIENCE

**Service Team Leader**  
Maple Leaf Consulting

📅 Apr / 2020-Ongoing  
📍 Toronto, ON

1. Oversaw a team of six customer service leaders, managing a department of 40 to serve a diverse client base.
2. Utilized data analytics to drive strategic improvements, increasing service capacity while maintaining profitability.
3. Enhanced customer satisfaction by spearheading initiatives that directly addressed client feedback.
4. Supervised hiring, training, and performance evaluations for service technicians, fostering a high-performance culture.
5. Conducted regular team meetings to discuss performance metrics and safety training, ensuring compliance and operational excellence.
6. Managed all customer service operations, including cash handling, daily audits, and employee scheduling.
7. Focused on coaching staff to meet and exceed customer service goals, leading to improved team performance.

**Service Team Leader**  
Crescent Moon Design

📅 Apr / 2018-Apr / 2020  
📍 Portland, OR

1. Served as opening and closing manager, responsible for departmental profitability and operational standards.
2. Exercised P&L responsibility by managing inventory levels and making data-driven decisions.
3. Ensured compliance with HIPAA regulations and managed customer service desk operations for conflict resolution.
4. Facilitated employee development initiatives, aligning team performance with store objectives.
5. Applied strong leadership skills to address workplace safety and loss prevention challenges.
6. Progressed within the company from Front End Coordinator to Service Team Leader Supervisor through demonstrated performance.

### EDUCATION

**Master of Business Administration**  
University of Business

📅 Apr / 2016-Apr / 2018  
📍 Chicago, IL

Focused on leadership, service management, and operational efficiency.

### SKILLS



### ACHIEVEMENTS

- ★ Achieved a 20% increase in customer retention through targeted service initiatives.
- ★ Implemented a new training program that improved team efficiency by 30%.
- ★ Reduced operational costs by 15% through process optimization and staff realignment.