



# ETHAN MARTINEZ

## Support Manager

✉ support@qwikresume.com ☎ (123) 456 7899 📍 Los Angeles

🌐 www.qwikresume.com

## PROFESSIONAL SUMMARY

Accomplished Support Manager with 7 years of expertise in optimizing customer service operations and elevating team performance. Proven ability to implement innovative solutions that enhance service delivery and boost customer satisfaction. Passionate about developing staff and fostering a collaborative environment that drives continuous improvement and operational excellence.

## WORK EXPERIENCE

### Support Manager

📅 Mar / 2020–Ongoing

Blue Sky Innovations

📍 Chicago, IL

1. Ensure effective resolution of customer issues by implementing best practices in problem-solving.
2. Analyze service requests and develop strategies to improve customer satisfaction and service delivery.
3. Utilize data-driven insights to enhance operational efficiency and team performance.
4. Conduct regular training sessions to equip staff with the skills needed to exceed customer expectations.
5. Monitor and report on key performance indicators to track progress and identify areas for improvement.
6. Led a team of support agents to achieve a 95% customer satisfaction rate.
7. Lead initiatives to foster a positive work environment that encourages employee engagement and retention.

### Support Manager

📅 Mar / 2018–Mar / 2020

Lakeside Apparel Co

📍 Chicago, IL

1. Promoted to Support Manager in August 2013, leading a team of support specialists.
2. Implemented customer service protocols that improved response times and service quality.
3. Facilitated training programs focused on customer engagement and problem resolution.
4. Managed daily operations, including performance reviews and team scheduling.
5. Utilized customer feedback to inform service improvements and team training.
6. Developed processes to maintain high standards of service and compliance.

## EDUCATION

### Bachelor of Science in Business Administration

📅 Mar / 2016 – Mar / 2018

University of Illinois

📍 Portland, OR

Focused on management principles and customer service strategies.

## SKILLS

Customer Issue Resolution



Decision-making Skills



Task Delegation



Customer Retention Strategies



Service Level Agreements



Technical Troubleshooting



## INTERESTS

★ Surfing

🥋 Martial Arts

🏡 Community Service

📝 Blogging

## STRENGTHS

⌚ Patience

🏔️ Perseverance

📅 Planning

⚙️ Positivity

## LANGUAGES



English



Arabic



Spanish

## ACHIEVEMENTS

★ Increased customer satisfaction ratings by 25% through targeted training programs.

★ Reduced response time to customer inquiries by 30% by implementing a new ticketing system.