

Richard Anderson
1234, West 67 Street - Carlisle, MA 01741
(123)-456 7890

Profile

Dependable, result oriented professional with experience in customer service management. Do extremely well in fast paced environments as well as motivating and supervising staff to maximize productivity and hence company's profitability. Committed to excellence. Works well as a part of team as well as independent.

Objective

To gain an entry level position as a customer service manager where I can grow my experience and contribute significantly by utilizing my knowledge of customer service policies and techniques. Become part of a strong team with the desire to remain competitive across the industry and within the company. To achieve all goals as set forth by company policy and criteria.

Working Experience:

Crown Moldings, Reno, NV

Customer Service Manager

- Responsible for average savings of \$2 million by implementing new CRM system
- Maximized customer retention by 50 percent
- Decreased the turnover of staff by less than 1% resulting in reduction of costs of \$0.5 million and improved morale

Public Storage, Garland, TX

Customer Service Manager

- Customer Service
- Sales
- Managing operations
- Property inspections and maintenance
- Collections

Oriental Engineering Works Pvt. Ltd., Lake Tahoe, NV

Customer Service Representative

- Dealt with customer complaints successfully and rewarded by "Outstanding Service" award
- Served as the chairman of the social activities team
- Assisted in improving the call answer times by 50%

Education:

University of Nevada, Reno, NV

- Graduated Summa Cum Laude
- B.A., Business Administration and Computer Science

Interests:

Reno Consumer Council, gardening, running, computers, carpentry