

Herman Cramer

123 Main Street, San Francisco, CA 94122

Home : 000-000-0000 Cell: 000-000-0000

email@example.com

Objective

To obtain a Customer-focused and courteous Customer Service Supervisor position. To utilize my excellent interpersonal communication skills and the ability to lead customer service staff. To demonstrate exceptional telephone skills as the main contact person for staff and customers. Possesses more than eleven years of Customer Service Supervisor experience and a high school diploma.

Core Qualifications

- Excellent verbal and written communication skills
- Extensive knowledge of customer service standards and practices
- Good interpersonal and leadership skills
- Understanding of what makes effective customer service delivery
- Excellent monitoring of customer service staff to ensure compliance with standards
- Able to effectively problem solve, answer questions and resolve issues
- Strong development of training programs for customer service professionals

Experience

June 2013 to July 2015 Target, Inc.—New Cityland, CA Customer Service Supervisor

- Monitored staff to ensure good customer service delivery.
- Delegated tasks to customer service staff.
- Answered customer questions and resolved issues.
- Communicated with customers, staff and store management.
- Completed all paperwork as required.
- Reported issues to senior management.

May 2010 to May 2013 Zaccson Telecommunications, Inc.—New Cityland, CA Customer Service Supervisor

- Supervised telephone customer service personnel in a call center environment.
- Monitored calls randomly to ensure representatives answered questions appropriately and courteously.
- Resolved customer complaints when needed.
- Completed all required documentation and paperwork.
- Participated in training and development programs.
- Reported to senior management when required.

Education

2003 Holland Heights High School, New Cityland, CA High School Diploma