

Michael Rodriguez

Customer Service Manager



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LinkedIn

Customer-focused service manager with a passion for team leadership

Over nine years of experience leading high-performing support teams, optimizing service operations, and improving customer satisfaction.

Managed and scaled support teams of 10 to 30+, increasing first-contact resolution by 35% and reducing response time by 40%.

Professional Experience

Customer Service Manager

XYZ Tech Solutions |
Houston, TX
| March 2018 - Present

- Managed a 20-person customer service team, reducing average response time by 40%
- Implemented a feedback system that improved customer satisfaction ratings by 20%
- Developed training programs, boosting employee efficiency by 30%

Customer Support Supervisor

ABC Telecom | Houston, TX
| July 2014 - March 2018

- Oversaw daily customer support operations, handling over 500 inquiries per week
- Introduced process automation that cut response times by 25%
- Resolved escalated customer issues, increasing retention by 15%

Education

Bachelor of Arts in Communications

Texas A&M University | 2014

Key Skills

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- Customer service management