

# TRENTON HOUGH

## Customer Service Manager

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☎ (123) 456-7890

🌐 [LinkedIn](#)

📍 Kenosha, WI

## WORK EXPERIENCE

### Customer Care Manager

**DBS**

📅 February 2018 - current

📍 Kenosha, WI

- Led and developed a team of customer care specialists that grew from a team of 7 to 16.
- Actively monitored staff engagement, ensuring employees were engaged and fulfilled, resulting in an **employee retention rate increase of 21%**.
- Oversaw pending leads, sales, and service appointment scheduling of 10K+ new and existing customers while improving customer satisfaction.
- Identified gaps and bottlenecks in customer care, and instituted actionable and incentivized customer feedback cards that improved customer retention by 71%.
- Created training manuals and workshops for on-boarding and continuing education for customer care specialists.

### Customer Service Manager

**Medical Guardian**

📅 December 2015 - February 2018

📍 Kenosha, WI

- Built a comprehensive reporting infrastructure to allow for coaching of under-performing customer service specialists, **improving their performance, on average, by 24%**.
- Reworked existing processes to improve customer retention by 12% and customer satisfaction by 18%.
- Managed a team of 7 customer service specialists, and led the migration into HubSpot.
- Handled challenging claims left unresolved by team, and retained 92% of those customers.

### Customer Service Specialist

**Medical Guardian**

📅 April 2014 - December 2015

📍 Kenosha, WI

- Maintained superior knowledge of Medical Guardian products and services to deliver accurate information for inquiries.
- Followed up with customers to update them on claim requests, resulting in a 95% customer approval rating.
- Streamlined the process of responding to billing inquiries by building a comprehensive flow chart for customer service specialists, saving over 25 hours of manual work each week.

## CAREER OBJECTIVE

Throughout my career progression from customer care specialist to manager, I have never lost sight of the fact that employee satisfaction drives performance. Through comprehensive reporting of key metrics, I have consistently helped streamline customer care processes to improve customer satisfaction and increase sales.

## EDUCATION

Bachelor of Arts

Marketing

**Carthage College**

📅 2010 - 2014

📍 Kenosha, WI

## SKILLS

- Leadership
- Employee satisfaction
- Data analysis
- Customer service reporting
- Metrics-driven
- Empathetic & courteous
- Organized
- Detail-oriented
- Highly driven

# Customer Service Manager Job Description For Resume

**Lei Huang**



## **Customer Service Manager Job Description For Resume:**

**Real-Resumes for Customer Service Jobs** Anne McKinney, 2005 Getting jobs in the customer service field will be easier with this book which gives nearly a hundred sample resumes along with the cover letters that introduced the resumes to potential employers Those who seek employment in any industry will find valuable advice in this book If you are restructuring or revising your resume you will find the help you need when you discover this book which focuses on the language and employment history of folks in the customer service business The book was created based on the experiences of hundreds of job hunters over a 10 year period Learn how successful people in the customer service field presented themselves to potential employers

**The Subversive Job Search** Alan Corey, 2013-04-22 Millionaire real estate investor Alan Corey reinvents himself as a career man after having to go on a job hunt for the first time in 10 years at the worst possible time during a historic economic depression As unemployment rates sky rocket Alan begins his subversive job hunt and details all the loopholes back doors and sly techniques it took to go from being hopelessly ignored to being incessantly headhunted The result Alan was able to land an entry level 40 000 salary day job and turn it into a 190 000 a year career just 24 months later The Subversive Job Search details how you can do it too

**The Career Change Resume** Karen Hofferber, Kim Isaacs, 2003-03-22 Written by the official resume advisers to Monster com this is the ultimate guide to creating life changing resumes The Career Change Resume helps aspiring career changers reinvent themselves by showing them how to transform their resumes The book includes step by step instructions demonstrating how to craft resumes that open doors to new careers more than 150 sample resumes and cover letters valuable innovative career change tools and strategies and solutions to common problems plaguing career changers

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**Customer Service as Essential Corporate Strategy** Eberhard Eugen Scheuing, 1991

Library Hotline , 2004

**Chicago Job Bank, 1998** Dablia Porter, 1997-09

The Career Coward's Guide to Resumes Katy Piotrowski, 2008 This third book in the Career Coward s series helps readers tackle the Herculean task of assessing their strengths and creating a paper sales document about themselves In her friendly and

comforting style career coach Katy Piotrowski walks readers through all the basic steps of writing a resume and cover letter that fairly promotes their strengths and experiences without sounding like bragging You'll learn how to determine what to include on your resume for great results develop your unique experiences into powerful resume content follow a foolproof process for creating a resume that works and write outstanding cover letters in just minutes *Network World*, 1997-06-23 For more than 20 years Network World has been the premier provider of information intelligence and insight for network and IT executives responsible for the digital nervous systems of large organizations Readers are responsible for designing implementing and managing the voice data and video systems their companies use to support everything from business critical applications to employee collaboration and electronic commerce **California. Court of Appeal (2nd Appellate District). Records and Briefs** California (State)., Your Career Julie Griffin Levitt, 2004 Build bridges from classroom to career Practical assignments throughout connect students directly with the business community employers and the Internet This best selling book provides everything students need to gain competitive advantage in the workplace It is ideal for a course on Professional Career Development Job Search Resume Writing and Interviewing Your Career How to Make it Happen provides thorough coverage of career self assessment employer research job search interviewing and career building strategies The text also contains extensive instructions and examples of market driven electronic traditional and web resumes as well as cover letters **Public Service Management**, 1926 The No-pain Resume Workbook Hiyaguha Cohen, 1992 Writing a resume doesn't have to be a stressful event This guide contains fill in the blank forms for each component of the resume with much of the wording already provided Writing a resume has never been easier Includes sample resumes and cover letters plus an optional mail in fax in critique and typesetting service Cartoons graphics and quotations throughout **Wow! Resumes for Sales and Marketing Careers** Chuck Cochran, Donna Pearce, 1998 Features tips guidelines and resume call outs and offers proven strategies for organising writing and delivering your own high powered resume **Floor Covering Weekly**, 2005 *Technology Review*, 1997 **Aviso**, 2004 **Paperboard Packaging**, 1990

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