**Customer Service Statement**

As an IT supervisor, I believe exceptional customer service begins with empathy, clarity, and a genuine willingness to help. IT professionals should treat all end users with respect and patience, regardless of technical ability. Every issue reported is important to the user and deserves timely attention.

Great service is defined by clear communication, prompt response, and effective resolution. I strive to ensure each interaction leaves the user feeling heard, supported, and informed.

When dealing with complaints, professionalism is essential. I remain calm, listen actively, and avoid technical jargon when unnecessary. My goal is to de-escalate situations, provide clear explanations, and offer solutions with a positive attitude.