

# JOHN BERGSEN

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(123) 456-7890

## EDUCATION

### Bachelor of Business Administration (B.B.A.)

University of Michigan,  
Ann Arbor, MI  
September 2013 - May 2017

## KEY SKILLS

- ◆ Customer Service
- ◆ Operations Management
- ◆ Personnel Management
- ◆ Communication
- ◆ Team Leadership

A Customer Service Supervisor with five years of professional experience, specializing in operations management, human resources, client relations, and team leadership. A proven track record of building and leading cross-functional teams to enhance customer service ratings.

## PROFESSIONAL EXPERIENCE

### Customer Service Supervisor

AllModern, Detroit, MI | October 2019 - Present

- ◆ Coordinate daily operations in a fast-paced retail environment and optimize workflows to improve the efficiency of frontline sales, home delivery, and product returns, resulting in a 91% average for positive customer surveys
- Manage a team of 20+ sales associates and retail staff, provide training on communication and customer service protocols, and conduct evaluations on performance and surveys
- ◆ Develop employee incentives to improve team engagement, improve membership enrollments by 10%, and increase responses to customer surveys by 15%

### Customer Service Supervisor

Bed, Bath, & Beyond, Detroit, MI | May 2017- October 2019

- ◆ Managed all aspects of the customer service department for a retail store generating \$2M in annual revenue, including providing training and coaching to team members on service protocols, policies, and client relations best practices
- Serve as the point of contact for escalated customer service issues and identify solutions to maintain service level goals and ensure customer satisfaction