

## Professional Experience

### Customer Service Supervisor

Nashville International Airport, **Nashville.** TN | October 2017 - Present

- Oversee daily frontline operations for a major airport, manage a team of 30+ frontline staff, coordinate daily workflows and scheduling, and provide a high-quality customer experience, including identifying resolutions to escalated issues
- Provide coaching and training to team members to build a collaborative work culture centered on safety and customer service, resulting in a 93% rating on customer surveys
- Conduct operational audits and root cause investigations to ensure the safety of team members and passengers during boarding and flights

### Customer Service Supervisor

Memphis International Airport, Memphis, TN | May 2015- October 2017

- Led a team of 25+ frontline team members and coordinated cross-functionally with flight attendants to deliver an exceptional customer experience, **which** included managing daily operations **in** compliance with corporate policies and service standards
- Exceeded annual customer service goals by 10% YOY by optimizing workflows, improving operational performance, and adjusting resources in accordance with customer volume

## Education

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

University of Tennessee, Knoxville, TN | September 2011 - May 2015

Cameron  
Malfara

123 Franklin Pike.  
Nashville, TN 12345  
camcron malfara@example. com  
(12 3)4 56-7890

A Customer Service Supervisor with eight years of professional experience, specializing in customer care, operations management, and team building. A strong history of leading diverse teams to enhance operational performance and improve the customer experience,

## Key Skills

- Customer Care
- Operations Management
- Team Building
- Process Improvement
- Quality Assurance