

Raheem Richardson

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

Education

Bachelor of Business Administration (B.B.A.)
University of Michigan,
Ann Arbor, MI
September 2011 - June 2015

Key Skills

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

Certifications

- Customer Service Manager, Customer Service Institute of America, 2015

Professional Experience

Customer Service Supervisor Detroit Metropolitan Airport, Detroit, MI October 2019 - Present	<ul style="list-style-type: none">• Oversee daily frontline operations for a major airport, manage a team of 35+ 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 an 87% 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 KDET Detroit City Airport, Detroit, MI June 2015 - October 2019	<ul style="list-style-type: none">• Led a team of 30+ 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 12% by optimizing workflows, improving operational performance, and adjusting resources in accordance with customer volume