

## Customer Service Manager

### **\*\*Contact Information\*\***



Name: Leesa Moore



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### **\*\*Education\*\***



High School Diploma

Pell City, AL - 2002



Associate of Business Administration (In Progress)

Southern New Hampshire University (2022 – Present)

- President's List

- Honors Society

- GPA: 3.87

### **\*\*Core Competencies\*\***

- Team Leadership & Management

- Effective Communication

- Customer Service Excellence

- Goal-Oriented & Results-Driven

- Emotional Intelligence

- Microsoft Office Proficiency

## **\*\*Professional Experience\*\***

### **\*\*Reservations Manager\*\***

MultiPoint Communications | 2007 – Present

- Led a team of four in a fast-paced, client-focused environment.
- Scheduled conferences and ensured all client requirements were met with precision.
- Oversaw financial operations, including invoicing and month-end reporting.
- Utilized tools like Authorize.net and Ariba for payment and scheduling accuracy.
- Streamlined operational processes to enhance client satisfaction and efficiency.

### **\*\*Virtual Assistant\*\***

Freelance | October 2022 – Present

- Supported clients through Fiverr, securing a contract with Zero Risk Marketing.
- Scheduled consultations via Calendly and managed tasks in Google Sheets.
- Delivered professional customer service, resolving inquiries effectively.
- Identified process improvement opportunities to increase task efficiency.

## **\*\*Skills & Achievements\*\***

- Recognized for academic excellence with a 3.87 GPA.
- Demonstrated leadership and customer service expertise across various roles.
- Highly proficient in managing team dynamics and fostering collaboration.