**Customer Service Manager**

**Name:** Leesa Moore

**Contact Information:**  
Phone: (205) 503-9219  
Email: [lmoore0510@gmail.com](mailto:lmoore0510@gmail.com)  
LinkedIn: [linkedin.com/in/lmoore0510/](https://linkedin.com/in/lmoore0510/)

**Title:** Customer Service Professional and Management

**Summary:**  
Dynamic and results-driven professional with extensive experience in customer service and team management. Proven expertise in fostering a collaborative work environment, streamlining operations, and exceeding client expectations. Adept at managing schedules, leading teams, and utilizing advanced software platforms for operational efficiency.

**Experience:**  
**Reservations Manager**  
*MultiPoint Communications* | 2007 – Present

* Directed a proficient team in a fast-paced environment, ensuring accurate scheduling and seamless conference operations.
* Streamlined invoicing and payment processing using platforms such as Authorize.net and Ariba.
* Oversaw month-end financial deliverables, including aging and product revenue reports.
* Demonstrated exceptional communication and organizational skills to enhance client satisfaction.

**Virtual Assistant**  
*Freelance (Fiverr)* | October 2022 – Present

* Delivered top-notch virtual assistance services, including client consultations and schedule coordination.
* Utilized Calendly for seamless scheduling and Google Sheets for meticulous task documentation.
* Provided outstanding customer service and resolved client concerns with efficiency.

**Skills:**

* Team Leadership & Training
* Effective Communication
* Scheduling & Time Management
* Problem Solving
* Data Entry & Analysis
* Advanced Microsoft Office Suite

**Education:**  
**Associate of Business Administration**  
*Southern New Hampshire University* | 2022 – Present

* Presidents List, Honors Society | GPA: 3.87

**High School Diploma**  
*Pell City, AL* | 2002