



## CUSTOMER SERVICE MANAGER

# Leesa Moore

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My LinkedIn Profile : [leesa-moore](#)

My Online Portfolio : [www.portfolio.com](http://www.portfolio.com)

## ABOUT ME

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

- 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

- 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.

## CORE COMPETENCIES

- Team Leadership & Development
  - Conflict Resolution & Problem Solving
  - Customer Relationship Management (CRM)
  - Process Improvement & Workflow Optimization
  - Performance Metrics & Reporting
  - Call Center Operations Management
  - Training & Coaching Programs
  - Client Retention Strategies
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# EDUCATION

## **BACHELOR OF BUSINESS ADMINISTRATION SNHU | 2022 – PRESENT**

- Presidents List
- Honors Society
- GPA: 3.87

## **HIGH SCHOOL DIPLOMA**

**PELL CITY, AL | 2002**

# 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.