

OPERATIONS/CUSTOMER SUPPORT MANAGER

Professional Summary

Skillful and dedicated professional with experience in Operations Management, Process Management, Customer Service and Technical Support.

Exceptional ability to meet objectives, schedules, and deadlines with minimum supervision as well as function as a team member to support team efforts.

Customer Service Representative who maintains a high level of professionalism, patience and efficiency to minimize customer dissatisfaction and increase customer loyalty.

Call Center Representative versed in customer support in high call volume environments. Superior computer skills and telephone etiquette.

Dedicated Customer Service Representative motivated to maintain customer satisfaction and contribute to company success.

Skill Highlights

Strong organizational skills

Sharp problem solver

Energetic work attitude

Customer service expert

- Analytical
- Process improvement strategies
- Troubleshooting and problem solving
- Exceptional telephone etiquette

Service solutions expert

Call center management experience

Dedicated to process improvement

Strong problem solving ability

Work Experience

Operations/Customer Support Manager

January 2005 to September 2014 PRIME DIRECTIVE FUNDING INC/BANKS GROUP WEST 1/4 City , STATE

- Built and maintained effective accounts receivable and cash flow monitoring systems.
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- Created training manuals targeted at resolving even the most difficult customer issues.
- Provided detailed monthly departmental reports and updates to senior management.
- Resolved customer questions, issues and complaints.
- Identified inefficiencies and made recommendations for process improvements.

Broadband Installation Operations Manager

April 1996 to September 2004 EARTHLINK, INC 1/4 City , STATE

- Provided timely and accurate support in process development, root cause analysis, communication, and project management.
- Worked closely with product and project managers to develop processes for new product/project roll out.
- Trouble-shoot day to day operational issues.
- Developed scalable solutions based on effective root cause analysis.
- Trained and supervised a team of 2 Coordinators on all procedures.
- Initiated a comprehensive issue tracking process that improved communication and issue resolution for cross-functional teams and senior management.
- Identified product problems and strengths and collected data on the customer experience.
- Hired and trained [Number] new software developers.
- Collected customer feedback and made process changes to exceed customer satisfaction goals.
- Worked with upper management to ensure appropriate changes were made to improve customer satisfaction.
- Assisted with the development of the call center's operations, quality and training processes.

- Led a team of customer service representatives to increase service center profitability.

Broadband Installation Supervisor
EARTHLINK INC 1/4 City , STATE

- Promoted to lead a team of 25 implementation coordinators in giving award winning customer service to customers via telephone.
- Assisted in establishing department goals and action plans.
- Implemented new policies and procedures for the Broadband Implementation Group.

Broadband Implementation Coordinator
EARTHLINK INC 1/4 City , STATE

- Provisioned new DSL and Cable Accounts and provided customer support to customers.
- Assisted in account maintenance and setup and completed departmental special projects.

Tier 1/ Tier 2 Technical Support Rep
EARTHLINK INC 1/4 City , STATE

- Provided Telephone and Email support to dial up and Cable Internet access subscribers on Windows and Macintosh based computers.
- Promoted from Tier 1 to Tier 2 support after 6 months.
- Resolved executive escalations and high profile subscriber issues by assisting with configurations and access problems through active troubleshooting.
- Earned "Tech of the Week" Technical support award on numerous occasions.
- Ranked #1 in Customer Service among ISPs by JD Power and Associates in 1999.
- Troubleshoot and resolved internet connectivity and general software and hardware issues.
- Processed an average of [number] inbound and outbound technical support calls.
- Researched issues on various computer systems and databases to resolve complaints and answer inquiries.
- Provided thorough support and problem resolution for customers.
- Maintained composure and patience in face of difficult customer situations.
- Processed an average of [number] inbound and outbound technical support calls.
- Trained new employees and explained protocols clearly and efficiently.
- Informed customers about issue resolution progress.
- Supported customers having data connectivity issues.

Education and Training
Bachelor of Science : Business Administration/Management Information Systems UNIVERSITY OF NEW HAVEN 1/4 City , State

Business Administration/Management Information Systems

Professional Affiliations

Notary - Member of National Notary Association (NNA) since 2002.

Skills

accounts payable, accounts receivable, banking, Broadband, Cable, communications skills, CRM, Customer Service, customer service skills, customer support, DSL, Email, senior management, functional, IBM, Internet access, Mac, Macintosh, Access, Excel, office, PowerPoint, Windows, Word, policies, process development, processes, project management, QuickBooks, sound, Technical support, Telephone, Troubleshoot, troubleshooting, Visio

- Sales Software: Salesforce.com, TapScan
- Public Relations Software: Bacon's Mediasource, Factiva
- Desktop Publishing Software: Photoshop, Illustrator, HTML