ALTHEA WHITMAN

Customer Service Team Leader

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📍 New York, NY
in LinkedIn

EDUCATION

Bachelor of Science
Business Management
New York University
📅 2013 - 2017
📍 New York, NY

SKILLS

- Trello
- Slack
- Zendesk
- Microsoft 365
- Six Sigma
- Todoist
- Moodle
- Salesforce

WORK EXPERIENCE

Customer Service Team Leader

Deloitte

📅 2020 - current   📍 New York, NY

- Introduced AI-driven chatbots integrated with Zendesk, which helped handle 42% of basic customer inquiries, freeing up agents for more complex tasks.
- Integrated Salesforce with our marketing platform, **leading to a 31.8% expansion in personalized customer outreach and a 23% uptick in engagement rates.**
- Leveraged Microsoft 365 tools to automate weekly user and agent performance reports, cutting down manual reporting time by up to 1.3 hours.
- Incorporated Slack workflows to simplify team alerts, facilitating immediate team communication on urgent tickets and lowering ticket resolution time by 47 minutes.

Junior Team Lead

WeWork

📅 2018 - 2020   📍 New York, NY

- Created custom Power-Ups in Trello, which eliminated manual entry and saved the team 11.7 hours every week.
- Led weekly team sync meetings, improving team communication **which reflected in a 14% increase in project delivery speed.**
- Completed tasks in the sequence of importance, leading to a 22% increase in timely deliverables.
- Restructured Todoist with the team's calendar to ensure all members were aware of and met their respective deadlines, reducing the instances of missed deadlines by 36%.

Part-Time Customer Service Rep

American Express

📅 2014 - 2017   📍 New York, NY

- Implemented Six Sigma principles to create a streamlined customer inquiry process, **resulting in a 14% decrease in call times while boosting the daily call volume by 26%.**
- Prioritized and addressed customer requests as per urgency, maintaining an average call duration of 9.8 minutes.
- Developed a Moodle module to archive select customer calls, enabling team leaders to review and provide feedback, improving call quality scores by 29%.
- Forecasted potential customer issues based on trends and previous interactions, resolving issues proactively and reducing 34% of repeat customer calls.