



Alex Taylor

Assistant Customer Service Manager

An assistant customer service manager with five years of experience specializing in team management, communication, staff development, and conflict resolution. I have a proven record of training new hires, resolving escalated customer issues, and refining operational workflows.

CONTACT



(321) 654-0987



alex.taylor@email.com



LinkedIn | Portfolio



Austin, TX 78701

EDUCATION

Associate of Science (A.S.) Business Administration
Austin Community College, Austin, TX
July 2018

KEY SKILLS

- Team leadership
- Coaching and mentoring
- Conflict resolution
- Customer satisfaction strategies
- Operations management

PROFESSIONAL EXPERIENCE

Assistant Customer Service Manager | Highland Call Center, Austin, TX
March 2019 - Present

- Coordinate with the call center manager in leading a team of over 20 customer service representatives, deliver training and performance feedback, and drive efforts to increase overall customer satisfaction by 19% over two years
- Identify opportunities to optimize scheduling procedures, improve coverage during high-volume periods, and reduce staffing shortages
- Serve as the point of contact for escalated customer tickets and refined call scripts based on recurring issues, contributing to a 17% reduction in average resolution times

Senior Customer Service Representative | Sunrise Electronics, Austin, TX
June 2017 - March 2019

- Led a team of 10 customer service personnel, coordinated daily operations, and provided ongoing coaching and mentorship to enhance team performance, resulting in a 13% increase in client satisfaction
- Supported the customer service manager in revising policies and training materials, leading to an 18% increase in first-call resolution rates

CERTIFICATIONS

- Certified Customer Experience Professional (CCEP) | May 2018