

# Alex Parker

## Customer Service Manager

Customer service manager with five years of experience building high-performing support teams in e-commerce and software sectors. Skilled at process improvement, conflict resolution, and leveraging analytics to enhance CSAT.

### KEY SKILLS

- Team leadership
- Process optimization
- Customer analytics
- Conflict resolution
- Omnichannel support

### EDUCATION

B.S. Business Administration

May 2017 University of Texas at Austin, Austin, TX  
May 2017

### PROFESSIONAL EXPERIENCE

Customer Service Manager | ShopEase, Austin, TX

April 2020 – Present

- Lead a team of 15 agents, achieving a 92% CSAT rating through coaching and quality audits
- Developed a self-service portal that reduced ticket volume by 30%
- Introduced KPI dashboards, cutting average resolution time by 20%

Support Team Lead | AppWorks, Austin, TX

June 2017 – March 2020

- Managed daily queue operations, maintaining SLA compliance above 98%
- Trained new hires on ticketing systems and escalation protocols
- Piloted an omnichannel support initiative, increasing response capacity by 40%