

DP

DEVON PRITCHARD

Customer Service Manager

Customer service team lead stepping into a manager role after 3 years on the floor. Promoted twice at a regional cable provider, currently coaching a pod of 6 agents and running the weekend escalation desk. Looking to take on full schedule, hiring, and QA ownership.

CONTACT INFORMATION



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Tulsa, OK 12345

EDUCATION

- A.A. Business Administration, Tulsa Community College, 2021
- HDI Customer Service Representative Certification, 2022

KEY SKILLS

- Inbound call handling
- Billing and account research
- De-escalation
- Coaching new hires
- Salesforce Service Cloud
- Five9 dialer
- Schedule adherence
- Microsoft Teams and Excel

PROFESSIONAL EXPERIENCE

Customer Service Team Lead | 2023 - Present

Heartland Fiber & Cable, Tulsa, OK | 2023 to Present

- Coach 6 frontline agents on a billing and tech support queue averaging 240 contacts per day.
- Took over the weekend escalation desk and resolved 92% of cases without routing to a supervisor.
- Lead daily huddles, share QA wins, and run side-by-sides for new hires through their first 30 days.
- Helped pilot a callback feature that pulled hold time down from 9 minutes to under 4.

Customer Service Representative | 2021 - 2023

Heartland Fiber & Cable, Tulsa, OK | 2021 to 2023

- Handled 60 to 80 inbound calls per shift on billing disputes, plan changes, and outage reports.
- Held a 4.7 of 5 CSAT average across 18 months and was named agent of the quarter twice.
- Trained 9 new hires as a buddy mentor; 7 are still on the team.