



Cedric Tavares

Customer Service Supervisor

CONTACT INFORMATION



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Alamogordo, NM 12345

EDUCATION

- BA in Communication Studies
New Mexico State University
Las Cruces, NM | 2016 – 2020

KEY SKILLS

- Zendesk
- Salesforce
- Microsoft Excel
- KPI Reporting
- Conflict Resolution
- Team Scheduling
- CSAT Analysis
- Escalation Management
- Quality Monitoring
- Policy Interpretation

ABOUT ME

Customer service professional with 6 years of experience supervising teams of up to 18 agents across phone and email channels, using Zendesk and Salesforce to track ticket volumes and account interactions. Improved customer retention by 33.5% by coaching 18 representatives on proactive follow-up protocols and targeted win-back outreach for at-risk accounts. Skilled in escalation management, CSAT analysis, KPI reporting, and policy interpretation.

PROFESSIONAL EXPERIENCE

Customer Service Supervisor | Tularosa Basin Services Group, Alamogordo, NM
2023 – Present

- Improved customer retention by 33.5% over 9 months by coaching 18 representatives on proactive follow-up protocols and targeted win-back outreach for at-risk accounts.
- Reduced formal customer complaints from 41 to 24 per month by revising the escalation workflow and holding biweekly case-review meetings with the team.
- Supervised a team of 18 agents handling phone and email queues, conducting quarterly performance reviews and setting individual CSAT targets.
- Interpreted updated company refund and exchange policies for staff, drafting a 7-page reference document that cut policy-related errors by 29 cases per quarter.

Customer Service Team Lead | Sacramento Peak Communications, Cloudcroft, NM
2021 – 2023

- Led a team of 11 representatives, scheduling shifts and monitoring daily ticket volumes in Zendesk to keep workloads balanced across the group.
- Decreased recurring customer complaints by 19 per month by identifying the top 5 issue categories and building scripted resolution paths for each.
- Computed weekly commission balances and incentive payouts for 11 agents, reconciling figures in Excel and submitting totals to payroll within 2 business days.
- Provided guidance on complex billing disputes, personally resolving an average of 14 escalated cases per week to maintain account satisfaction.

Customer Service Representative | Otero Valley Retail Partners, Las Cruces, NM
2020 – 2021

- Handled an average of 47 inbound calls per shift, logging each interaction in Salesforce and flagging accounts with 3 or more unresolved contacts for supervisor review.
- Identified dissatisfied callers and routed them to the retention desk within 4 minutes.
- Supervised a pod of 4 peers during weekend shifts, delegating queue coverage and ensuring complaint tickets were acknowledged within 15 minutes of receipt.