



Keanu Carrillo

Customer Service Manager

ABOUT ME

Customer service leader with 12 years of experience managing departments of up to 21 agents, cutting costs, and improving response metrics across phone, email, and chat channels. Saved \$48,370 in annual costs by renegotiating a third-party answering service contract and consolidating two redundant ticketing platforms into Zendesk. Skilled in Zendesk, Freshdesk, ACD routing, workforce scheduling, and cross-functional coordination with shipping, billing, and product teams.

PROFESSIONAL EXPERIENCE

Customer Service Manager

Deep River Commerce Partners, Sanford, NC | 2020 - Present

- Saved \$48,370 in annual costs by renegotiating a third-party answering service contract and consolidating two redundant ticketing platforms into Zendesk.
- Reduced staff attrition by 7 positions per year after launching a mentorship program and restructuring shift rotations for a 22-agent department.
- Lowered average email response time from 11 minutes to 5 minutes by building a shared macro library in Zendesk and grouping agents into specialty queues.
- Coordinated quarterly planning sessions with shipping, billing, and product departments to align service policies, reducing cross-team handoff delays by 35 minutes per case.

Customer Service Supervisor

Haw River Fulfillment Group, Pittsboro, NC | 2017 - 2020

- Cut average phone response time by 4 minutes by adjusting ACD routing rules and staggering lunch breaks to maintain coverage during midday peaks.
- Lowered annual department spending by \$27,810 by replacing a legacy chat tool with Freshdesk and eliminating duplicate software licenses across 3 teams.
- Reduced voluntary turnover by 5 agents in one year by introducing biweekly one-on-one coaching sessions and a quarterly recognition program.
- Reviewed weekly payroll and production reports for 16 agents, identifying scheduling gaps that accounted for 9 hours of unplanned overtime each pay period.

Customer Service Representative

Cape Fear Prairie Distributors, Siler City, NC | 2014 - 2017

- Decreased average response time on inbound calls by 3 minutes by drafting a quick-reference guide covering the 8 most frequent order inquiries.
- Evaluated peer call recordings during monthly QA reviews, scoring 42 calls per cycle against a 15-point rubric and sharing feedback with the supervisor.
- Tracked daily shipping and return activity in Excel, flagging discrepancies that recovered \$6,780 in mislabeled inventory over 10 months.

CONTACT INFORMATION



(919) 555-0132



keanu.carrillo@example.com



Sanford, NC 12345

EDUCATION

BS in Business Administration

East Carolina University,
Greenville, NC
2010 - 2014

KEY SKILLS

- Zendesk
- Freshdesk
- Salesforce
- Microsoft Excel
- KPI Reporting
- ACD Routing
- Workforce Scheduling
- Budget Management
- Conflict Resolution
- Cross-Functional Coordination