

# CLIENT NAME

Torrance, California 12345 | 123.456.7890 | resumesampl@email.com

## CUSTOMER SERVICE LEAD

### QUALIFICATIONS PROFILE

Goal-driven and versatile professional, equipped with outstanding leadership skills and experience in team supervision, training, and customer service. Highly skilled at building productive and lasting relationships; identifying and resolving complex issues; and gaining customer loyalty, trust, and repeat business. Known for strong work ethic and critical thinking aptitudes; able to manage a wide range of duties, work well under pressure, and multitask in fast-paced and challenging environments. Technically proficient with Microsoft Office applications (Excel and Word), SAP/ERP, AS400, JD Edwards, Costar, SYSPRO, and Roadnet. **Core competencies include:**

Organizational Support | Customer Needs Analysis | Product Presentation and Promotion  
Order Fulfillment | Product Management | Cross-functional Collaboration

### PROFESSIONAL EXPERIENCE

COMPANY, LOCATION

**Customer Service Lead** 10/2017–Present

- Guide and coach the Customer Service Team to improve performance and streamline operations
- Demonstrate a friendly and courteous manner in providing timely customer service
- Provide excellent service by regularly communicating with customers, brokers, warehouse personnel, freight carriers which include order receipt, order entry, warehouse notification, order confirmation, appropriate carrier selection, and export document creation
- Maintain active collaboration with inventory and sales personnel as well as with other departments
- Fulfill various tasks through utilization of all information provided by other departments
- Observe strict adherence to all company policies and procedures, while fostering a good working environment

COMPANY, LOCATION

**Customer Satisfaction Manager** 08/2007–10/2017

- Processed customer calls for product inquiries, pricing, and delivery questions
- Recorded customer orders and communicated with the Purchasing or Shipping departments to ensure product availability
- Created and processed quotation for new opportunities, correspondence with current customer base, and customized reports by working closely with outside Sales Department
- Liaised with purchasing regarding supply planning and product demand plans from key customers
- Served as main resource for customer complaints, suggestions, and issues
- Took charge of processing manufacturer direct shipments to customers; and creating bills of lading, customer documents, and all necessary shipping documents and placards
- Produced freight bills, credits, and other paperwork associated with assigned account base
- Assisted with product sample fulfillment and identification of new business opportunities through cross-selling to increase customer orders
- Sourced new opportunities to introduce customers to internet ordering
- Helped in training customers regarding the online program

### EARLIER CAREER

COMPANY, LOCATION

**Transportation Coordinator | Customer Service Lead**, 6 Years and 3 Months

COMPANY, LOCATION

**Intake Examiner** (Call Center), 1 Year and 5 Months

COMPANY, LOCATION

**Customer Service Supervisor**, Honolulu, HI, 1 Year and 11 Months

**Customer Service Representative** (Call Center), Mentor, OH, 1 Year and 8 Months

COMPANY, LOCATION

**Customer Service Representative**, 1 Year and 6 Months