|  jordan ellis | 4321 City Drive,Seattle, WAjordanellis@email.com123.456.7891 |
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| Objective | Aspiring to secure a Customer Service Manager role at XYZ Tech, where a strong foundation in customer service, along with proficiency in CRM tools and team development skills, can be utilized. Focused on driving operational excellence, enhancing team efficiencies, and elevating overall customer satisfaction through innovative strategies and a hands-on approach. |
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| Skills & Abilities | * CRM software expertise
* Team training & development
* Customer issue resolution
* Active Listening
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| Experience | **Innovation Tech | Lead Customer SErvice representative**Jan 2019 - PresentSpearheaded a team of customer service representatives, driving a 20% improvement in customer satisfaction.Implemented new CRM strategies that enhanced customer interactions and support. |
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| Education | **Seattle Community College** seattle, wa | 2016Associate Degree in Business Administration |
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| Certifications | Customer Service Certification (CSC)Certified Customer Experience Professional (CCEP) |
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