
Customer Service Supervisor Resume

Job Objective

Seeking position as Customer Service Supervisor in which I can put my training to good use and develop new skills in the field. Looking to supervise small or large groups and tasks and help benefit the company as a whole.

Highlights of Qualifications:

- Strong supervisory experience in manufacturing organization
 - Outstanding knowledge of organizational structure, policies and procedures
 - Sound understanding of principles and procedures for providing customer services
 - Familiarity with customer needs assessment and evaluation of customer satisfaction
 - Proficient in Word, Excel, Access, and Outlook
 - Excellent interpersonal and supervisory skills
 - Superior oral and written communications skills
 - Strong planning, organizational and time management skills
 - Amazing ability to grasp and articulate complex, sensitive and technical situations
 - Uncommon ability to lead under
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Professional Experience:

Customer Service Supervisor, August 2005 to till date
Ingenix, Henning, TN

- Coordinated, supervised daily, weekly, monthly activities of all customer service representatives.
- Ensured reliable quality service to all customers.
- Served as escalation point for Team Leads and SME's on procedural and technical issues.
- Provided feedback to team and monitored performance against established business objectives.
- Ensured adherence to standard policies and procedures.

Customer Service Supervisor, June 2002 to July 2005
Honeywell Life Safety, Henning, TN

- Assisted Service Manager in achieving overall objectives in creating superior customer service.
 - Processed service and SI invoicing.
 - Managed service and SI deferred revenue.
 - Received and reserved service and customer orders.
 - Documented customer purchase orders.
 - Managed inventory processing and inventory accuracy.
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Education:

Bachelor's Degree in Business Administration, Christ College, Buford, GA

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