
Customer Service Team Leader Resume

Job Objective

Searching for a Customer Service Team Leader position in which to use my management and interpersonal skills to their fullest potential.

Work Experience:

Customer Service Team Leader, August 2005 – Present
JPMorgan Chase & Co, Miami, FL

- Supervised technical troubleshooting and issue resolution.
- Coordinated with the End User Systems team on Asset Management and related policies and procedures.
- Implemented and maintained customer service delivery model that ensured high degree of customer satisfaction.
- Developed integrated procedures and systems.
- Monitored and measured customer satisfaction through surveys and other appropriate methods.
- Performed problem trend analyses and initiated action to improve policies, procedures, and technology standards.

Customer Service Team Leader, May 2000 – July 2005
Xacti Corporation, Miami, FL

- Generated monthly reports and distributed to appropriate internal customers.
 - Provided updates to the CRM (Client Relationship Management) database.
 - Participated in initiatives and responded to requests for help to contribute to team and department success.
 - Evaluated and modified job posting content to maximize relevant exposure.
 - Ensured support processes, documentation, and procedures are in place and tested for all new systems introduced.
 - Promoted collaboration with the Technical Services Teams to enable total customer satisfaction.
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Summary of Qualifications:

- Extensive experience in an IT customer service and helpdesk supervisory
 - Sound knowledge of hands-on desktop support, troubleshooting and resolving hardware, software, and integration issues
 - Deep knowledge of operations management and “people management”
 - Wide knowledge of principles and processes for providing customer service
 - Familiarity with customer needs assessment, quality standards for services, and customer satisfaction
 - Proficient with Microsoft Office products
 - Ability to recruit, hire, develop, mentor and motivate team members
 - Strong listening and telephone skills
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Education:

Bachelor's Degree In Computer Science, Oakland City University, Oakland City, IN

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