
OFFICE SERVICE MANAGER RESUME

Summary:

A skilled professional who has handled customer service for over 10 years; possesses excellent communication skills; has the ability to achieve above average service level commitments; is geared into providing the best solutions with the customer's best interest at heart; very patient, detailed, organized and has a high regard for others' situations and interests; empathic, has notable leadership and organizational and time management skills.

Professional Experience:

Office Service Manager January 2007 – Present
GDR Telecoms, New York

Responsibilities:

Monitored the operations in the service department and maintained optimum settings and objectives.
Coordinated regularly with the employees to ensure highest productivity level and maintained minimal costs of operations.
Evaluated activities of employees to monitor their performance in conducting services to the customers.
Conducted service training and programs to keep their skills updated at all times.
Maintained a high quality of service by upgrading regularly the equipment of the company used in servicing customers.
Office Service Manager May 2004 – December 2006
Five Star Appliances, New York

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Education:

Masters Degree in Marketing
University of New York, 1995
Bachelor of Science in Business Management
University of New York, 1993

Skills/Certifications:

- Strong leadership and teamwork attributes
 - Excellent time management skills
 - Proficient in computer skills
 - Ability to handle irate customers
 - Excellent organizational skills
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Associations/Organizations:

American Association of Media Advertising, Member
Customer Marketing Management Association, Member

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