

# Raheem Richardson

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A Customer Service Supervisor with eight years of professional experience specializing in operations management, customer success, and team building. A strong history of leading diverse teams to enhance operational performance and improve the customer experience.

## Education

### Bachelor of Business Administration (B.B.A.)

University of Michigan,  
Ann Arbor, MI  
September 2011 – June 2015

## Key Skills

- Customer Care
- Operations Management
- Team Building
- Process Improvement
- Quality Assurance

## Certifications

- Customer Service Manager, Customer Service Institute of America, 2015

## Professional Experience

### Customer Service Supervisor

Detroit Metropolitan Airport, Detroit, MI | October 2019 – Present

- Oversee daily frontline operations for a major airport, manage a team of 35+ frontline staff, coordinate daily workflows and scheduling, and provide a high-quality customer experience, including identifying resolutions to escalated issues
- Provide coaching and training to team members to build a collaborative work culture centered on safety and customer service, resulting in an 87% rating on customer surveys
- Conduct operational audits and root cause investigations to ensure the safety of team members and passengers during boarding and flights

### Customer Service Supervisor

KDET Detroit City Airport, Detroit, MI | June 2015 – October 2019

- Led a team of 30+ frontline team members and coordinated cross-functionally with flight attendants to deliver an exceptional customer experience, which included managing daily operations in compliance with corporate policies and service standards
- Exceeded annual customer service goals by 12% by optimizing workflows, improving operational performance, and adjusting resources in accordance with customer volume