

Professional Experience

Customer Service Supervisor

Nashville International Airport, Nashville, TN | October 2017 – Present

- Oversee daily frontline operations for a major airport, manage a team of 30+ 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 a 93% 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

Memphis International Airport, Memphis, TN | May 2015– October 2017

- Led a team of 25+ 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 10% YOY by optimizing workflows, improving operational performance, and adjusting resources in accordance with customer volume

Education

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

University of Tennessee, Knoxville, TN | September 2011 - May 2015

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

Key Skills

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