

# Professional Experience

## Customer Service Manager

United Airlines, Philadelphia, PA | October 2018 – Present

- Manage a 30-person customer service team for the United Airlines sector of the Philadelphia Airport, serve as the escalation point for customer issues, and provide coaching and training to drive customer success
- Develop and implement new training programs and scripts and establish client relations best practices, resulting in a 15% increase in monthly satisfaction scores
- Coordinate cross-functionally with five airline departments to resolve escalated issues and improve operational workflows

## Customer Service Specialist

American Airlines, Philadelphia, PA | June 2017 – October 2018

- Delivered high-quality customer service to 20-40 passengers per day, communicated with empathy and patience, and achieved a 94.7% customer satisfaction rating
- Coordinated with the customer service manager to identify opportunities to enhance service delivery, resulting in a 5% reduction in customer wait times

# Education

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

Temple University, Philadelphia, PA | September 2013 – June 2017

# Certifications

- Certified Customer Service Manager (CCSM), 2017

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A dynamic Customer Service Manager with six years of professional experience specializing in client relations, operations management, and cross-functional leadership. A strong history of building and developing high-performance teams to enhance client satisfaction and drive customer loyalty.

# Key Skills

- Customer Service
- Client Relations
- Team Management
- Cross-functional Leadership
- Process Improvement