

SKYLER THOMPSON

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A results-oriented Customer Service Manager with eight years of experience building and leading diverse customer care teams for healthcare organizations. A proven track record of implementing innovative training programs to enhance the customer experience.

PROFESSIONAL EXPERIENCE

CUSTOMER SERVICE MANAGER

Aikens Medical Device Co., Nashville, TN | December 2017 – Present

- Oversee a ten-person customer care team for a \$5M medical device company, manage daily operations, and identify opportunities to improve the customer experience
- Coordinate with the sales team to resolve escalated customer issues, ensure satisfaction, and build long-term relationships, contributing to a 20% increase in client retention
- Lead the development and implementation of new customer service policies, SOPs, and quality standards, resulting in a 10% increase in customer satisfaction metrics

CUSTOMER SERVICE MANAGER

Sunrise Medical, Nashville, TN | June 2015 – December 2017

- Led a 25-person call center team for a healthcare provider with over 15K registered patients, established a work culture centered on accountability and empowerment, and successfully improved monthly patient satisfaction from 72% to 89% in 2017
- Created a new customer service script and delivered remedial training to enhance team performance, resulting in a 45-second reduction in average call times

EDUCATION

BACHELOR OF BUSINESS ADMINISTRATION (B.B.A)

University of Tennessee, Knoxville, TN | September 2011 – June 2015

KEY SKILLS

- Operations Management
- Customer Service
- Continuous Improvement
- Relationship Building
- Staff Development

CERTIFICATIONS

- Certified Professional in Customer Relationship Management (CPCRM), 2017
- Certified Customer Service Manager (CCSM), AIBMC, 2015