

Hideo Araki

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A Customer Service Manager with 10+ years of experience, specializing in customer care, program management, and continuous improvement. A strong history of building dynamic customer service teams to deliver elite service to client businesses. Adept at identifying opportunities to streamline processes and achieve operational excellence.

Key Skills

- Client Services
- Continuous Improvement
- Operations Management
- Program Management
- Account Management

Professional Experience

Customer Service Manager

Cohen HVAC Inc., Miami, FL | July 2016 – Present

- Build, manage, and develop a customer service department with 25+ personnel, interface with client accounts ranging from \$100K-\$350K, and establish relationships
- Develop processes and procedures to support sales enablement and ensure smooth hand-off throughout all phases of service delivery, resulting in a 90% retention rate
- Coordinate with senior leadership and stakeholders to resolve service issues for an at-risk client account generating over \$250K in annual revenue

Customer Service Manager

Cadence Insurance Inc., Miami, FL | June 2013 – July 2016

- Oversaw all aspects of client services for a business insurance provider, managed a team of 20+ customer service representatives and customer care specialists, and led initiatives to improve service delivery
- Established a culture of continuous improvement and collaboration and created new customer care standards to improve client satisfaction and retention

Education

Bachelor of Business Administration (B.B.A)

University of Florida, Gainesville, FL | September 2009 – June 2013

Certifications

- Six Sigma Black Belt Certification, 2017
- Certified Customer Experience Professional (CCXP), AIBMC 2016
- Certified Customer Service Manager (CCSM), AIBMC, 2015