

BRENDAN LEMONTI

Farmington, CT | (952) 123-4567 | sampleresumetemplates@email.com

CUSTOMER SERVICE REPRESENTATIVE MANAGER

Bilingual CSR manager with broad experience working in nonprofit, logistics, and retail. Committed to providing the highest standards in customer service and support. High, train, supervise, and motivate customer service representatives to optimize individual and team performance. Fluent in Spanish and Italian.

PROFESSIONAL EXPERIENCE

Customer Service Manager | YOUTH CENTERS OF AMERICA - Farmington, CT 2017 to Present

- Built a teamwork environment that encourages hard work and collaboration.
- Manage, develop, and evaluate a 15-member customer service team working closely with HR.
- Motivate employees to achieve personal goals and to consistently meet expected quotas.
- Ensure workflow efficiencies, customer service excellence, and quality assurance.
- Establish and implement organizational policies and procedures + departmental CSR Handbook.
- Monitor work team performance and develop process improvements using mock training exercises.
- Handle payroll; control an annual budget; and prepare monthly and quarterly revenue reporting.

Credit Analyst | PRODUCT LOGISTICS - Farmington, CT 2011 to 2017

- Performed credit analysis to determine the approval of customers' lines of credit.
- Resolved issues involving account discrepancies, product delivery and cost allocation.
- Implemented cost-effective shipping procedures to handle a business growth of 35%.
- Developed a shipping clerk training program resulting in a 40% increased efficiency level.
- Trained staff in customer service best practices, invoicing management and display merchandising.
- Exercised a mature, diplomatic approach to resolving problematic issues that put customers at ease.
- Cultivated strong customer relations and client loyalty as a result of dedicated customer service.
- Established rapport with shipping carriers to ensure the safe transport of orders.

Store Associate | 99 PENNIES - Farmington, CT 2009 to 2011

- Managed and trained personnel in areas of invoice processing and record keeping.
- Interfaced directly with customers to initiate the lay-a-way process.
- Scheduled payment arrangements and product pick-ups.
- Coordinated inventory control and processed merchandise returns and price adjustments.
- Organized display merchandising and sale announcements utilizing promotional materials.

EDUCATION

FARMINGTON COLLEGE - Farmington, CT
Associates in Business Technology