

TRENTON HOUGH

Customer Service Manager

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☎ (123) 456-7890

📍 Kenosha, WI

🌐 LinkedIn

EDUCATION

Bachelor of Arts

Marketing

Carthage College

📅 2010 - 2014

📍 Kenosha, WI

SKILLS

Leadership

Employee satisfaction

Data analysis

Customer service reporting

Metrics-driven

Empathetic & courteous

Organized

Detail-oriented

Highly driven

CAREER OBJECTIVE

Throughout my career progression from customer care specialist to manager, I have never lost sight of the fact that employee satisfaction drives performance. Through comprehensive reporting of key metrics, I have consistently helped streamline customer care processes to improve customer satisfaction and increase sales.

WORK EXPERIENCE

Customer Care Manager

DBS

📅 February 2018 - current

📍 Kenosha, WI

- Led and developed a team of customer care specialists that grew from a team of 7 to 16
- Actively monitored staff engagement, ensuring employees were engaged and fulfilled, resulting in an employee retention rate increase of 21%
- Oversaw pending leads, sales, and service appointment scheduling of 10K+ new and existing customers while improving customer satisfaction
- Identified gaps and bottlenecks in customer care, and instituted actionable and incentivized customer feedback cards that improved customer retention by 71%
- Created training manuals and workshops for on-boarding and continuing education for customer care specialists

Customer Service Manager

Medical Guardian

📅 December 2015 - February 2018

📍 Kenosha, WI

- Built a comprehensive reporting infrastructure to allow for coaching of under-performing customer service specialists, improving their performance, on average, by 24%
- Reworked existing processes to improve customer retention by 12% and customer satisfaction by 18%
- Managed a team of 7 customer service specialists, and led the migration into HubSpot
- Handled challenging claims left unresolved by team, and retained 92% of those customers

Customer Service Specialist

Medical Guardian

📅 April 2014 - December 2015

📍 Kenosha, WI

- Maintained superior knowledge of Medical Guardian products and services to deliver accurate information for inquiries
- Followed up with customers to update them on claim requests, resulting in a 95% customer approval rating
- Streamlined the process of responding to billing inquiries by building a comprehensive flow chart for customer service specialists, saving over 25 hours of manual work each week