

CUSTOMER SERVICE MANAGER CV

By CV Genius

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Experienced Customer Service Manager with over 10 years of leadership in high-paced, customer-focused environments. Proven track record in operational management, team leadership, and service improvement within the financial services sector. Passionate about driving excellence and innovation in customer service, enhancing team engagement, and achieving superior customer satisfaction.

Work Experience

Senior Customer Service Manager

FIRST UNION FINANCIAL SERVICES, City of London

August 20XX–Present

First Union Financial Services is a leading provider of consumer financial products with over £1.2 billion in annual revenue. I manage a department of 100+ staff members, focusing on high-quality service delivery and strategic leadership.

- Directed the restructuring of the service department, increasing efficiency by 25% within the first year
- Achieved a 95% customer satisfaction rate, surpassing the industry average by 12%
- Implemented a customer feedback system that reduced complaint resolution time by 40%
- Attend weekly meetings of the senior leadership board, giving 50+ presentations on Customer Service Department performance

Customer Service Manager

MIDLANDS BANK, Birmingham

May 20XX–July 20XX

A regional leader in personal and business banking services with over 70 branches across the UK. I led a team of 45 customer service representatives focusing on improving service delivery and staff development.

- Improved team productivity by introducing skill-based routing, resulting in a 15% faster response time
- Developed a peer mentoring programme that increased staff retention rates by 5%
- Spearheaded a cross-department initiative that reduced processing errors by 30%
- Trained 7 customer service supervisors, who in turn trained 20+ customer service assistants

Team Leader, Customer Support

HERITAGE BUILDING SOCIETY, Manchester

September 20XX–May 20XX

As a significant building society, Heritage is committed to providing personal and commercial financial services. I managed a frontline team of 25, overseeing daily operations and customer interactions.

- Enhanced team performance through targeted training programmes, increasing sales conversion by 10%
- Successfully led the team during a critical system migration, maintaining a 100% service level agreement (SLA) during transition
- Recognised for leading the highest-performing team in 20XX and 20XX
- Promoted to team lead after successfully stepping up after colleague unexpectedly took extended leave

Education

UNIVERSITY OF LEEDS

BA Business Administration, **First-class honours**

20XX-20XX

WEAR SIDE SECONDARY SCHOOL AND SIXTH FORM CENTRE, Bishop Auckland

A-Levels: Business Studies (A*), Maths (A), Physics (B)

GCSEs: 10 Grades 9–4 including Maths, English, and ICT

20XX-20XX

Key Skills

- Strategic leadership
- Operational management
- Stakeholder engagement
- Service improvement
- Process optimisation
- Crisis management
- Data analysis
- Financial acumen

Hobbies & Interests

- Mountain biking
- Podcasting
- Digital photography