JORDAN LEE

CUSTOMER EXPERIENCE MANAGER

Austin, TX • (555) 014-2276 • jordan.lee@example.com • linkedin.com/in/jordanlee-sample

PROFESSIONAL SUMMARY

Customer experience professional with eight years of progressive experience improving service operations, coaching frontline teams and turning customer feedback into practical process changes. Known for clear communication, careful follow-through and measurable improvements in response time, quality and retention.

CORE SKILLS

Service Operations • Team Coaching • Quality Reviews • Process Improvement • Customer Feedback • Cross-Functional Coordination • Reporting

PROFESSIONAL EXPERIENCE

Senior Customer Experience Lead

Northstar Services • Austin, TX | 2021–Present

- Lead daily service operations for a 14-person team supporting consumer and small-business accounts across phone, email and live chat.
- Introduced a weekly quality review that reduced repeat contacts by 18% over two quarters while keeping feedback focused and practical.
- Partner with product and billing teams to document recurring customer issues, assign owners and track fixes through completion.
- Coach new supervisors on workload planning, difficult conversations and consistent use of escalation procedures.
- Prepare monthly performance summaries covering response time, customer sentiment, backlog risk and improvement priorities.

Customer Operations Specialist

Evergreen Retail • Round Rock, TX | 2018–2021

- Resolved complex delivery, returns and account enquiries while maintaining accurate case notes and customer commitments.
- Created reusable response guides for the ten most common enquiries, helping new team members reach proficiency sooner.
- Supported a seasonal staffing increase by training 22 temporary representatives on systems, policies and service standards.
- Flagged a recurring refund delay and worked with finance to clarify ownership, cutting average resolution time by two days.
- Received quarterly recognition for dependable case ownership and calm handling of sensitive customer situations.

ADDITIONAL EXPERIENCE

Customer Support Associate

Brightway Home • Austin, TX | 2016–2018

- Answered product, order and warranty questions through phone and email in a high-volume support environment.
- Verified account details and transaction history before making adjustments or escalating requests for approval.
- Maintained current product notes and shared common customer questions during weekly team meetings.
- Assisted with a help-center clean-up that removed outdated articles and simplified navigation for customers.

Template by Build My Resume • resume-builder.buildmyapp.biz

- Balanced speed and accuracy while meeting team expectations for attendance, documentation and customer follow-up.

Customer Service Representative (Part-Time)

Lone Star Utilities • Austin, TX | 2014–2016

- Responded to billing, service and account questions while completing a business degree and building practical customer-service experience.
- Explained policies in plain language, confirmed next steps and documented each interaction for accurate follow-up.
- Escalated account corrections with complete notes and supporting information, reducing avoidable back-and-forth for customers.
- Helped organize a shared reference folder so the team could find current forms, contact lists and approved answers more quickly.
- Volunteered for additional evening coverage during seasonal demand and maintained dependable attendance across assigned shifts.

EDUCATION

Bachelor of Business Administration | Texas State University, San Marcos, TX | 2016

SELECTED PROJECTS

- Customer feedback review: grouped 600+ survey comments into recurring themes and presented a prioritized improvement list to operations leadership.
- Supervisor onboarding guide: organized role expectations, coaching checklists and escalation examples into a practical first-30-days resource.
- Help-center refresh: coordinated owners for 48 articles, documented approval status and confirmed final links before release.

CAREER HIGHLIGHTS

- Service improvement: translated recurring customer feedback into clearly assigned actions with owners, due dates and follow-up notes.
- Team enablement: created practical coaching resources and response examples that supported consistent decisions across the service team.
- Cross-functional delivery: coordinated updates among service, billing and product colleagues and recorded decisions for future reference.

TRAINING & ADDITIONAL INFORMATION

- Training: Foundations of Project Management; Coaching for Performance; Excel for Business Reporting.
- Tools: Microsoft 365, Google Workspace, Zendesk, Salesforce, Jira and basic dashboard reporting.
- Community: Volunteer resume-review assistant at a local job-search workshop (sample entry for replacement).

SAMPLE CONTENT: Replace every detail with your own accurate information before applying.