

# Marisa Gatus

Assistant Service  
Manager

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## Details

[marisa.gatus@gmail.com](mailto:marisa.gatus@gmail.com)

(465) 893-1636

1234 Maple Street, Richmond, VA 23220

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## Profile

A dynamic and results-driven Assistant Service Manager with 2 years of experience, skilled in managing service department operations and providing exceptional customer service. Adept at optimizing processes, training staff, and maintaining strong relationships with clients to ensure seamless operations and customer satisfaction. Demonstrates excellent communication, problem-solving, and leadership skills, contributing to increased efficiency, profitability, and overall performance of the service department.

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## Employment History

### Assistant Service Manager at ABC Services Inc., VA

Feb 2023 - Present

- Successfully increased customer retention rate by 25% within the first year by implementing effective communication strategies and enhancing customer service protocols at ABC Services Inc., VA.
- Streamlined the service scheduling process, resulting in a 20% reduction in average response time for service requests and a 15% increase in overall productivity.
- Identified and resolved 50+ operational inefficiencies, saving the company an estimated \$100,000 annually and improving overall service quality.
- Led a team of 10 service technicians, achieving a 95% on-time completion rate for service appointments and a 90% customer satisfaction rating.

### Service Coordinator at XYZ Management Solutions, VA

Jul 2021 - Dec 2022

- Successfully reduced client response times by 30% within the first six months at XYZ Management Solutions, VA, by streamlining communication channels and implementing a more effective ticketing system.
  - Increased overall customer satisfaction rates by 25% within the first year by consistently providing exceptional service, addressing concerns promptly, and developing strong relationships with clients.
  - Boosted team productivity by 20% within the first nine months by implementing more efficient scheduling practices, optimizing resource allocation, and providing ongoing training and support to staff members.
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## Education

### Associate of Applied Science in Business Management at Northern Virginia Community College, VA

Aug 2016 - May 2021

Relevant Coursework: Business Administration, Principles of Management, Organizational Behavior, Financial Accounting, Business