

Angela Kintanar

Customer Service Director

A highly driven Customer Service Director with 5 years of experience in developing and implementing effective customer service strategies. Adept at leading high-performing teams, streamlining processes, and improving customer satisfaction levels. Demonstrated success in driving revenue growth and creating positive customer experiences, while fostering a culture of continuous improvement. Skilled in leveraging data-driven insights and strong communication skills to build lasting relationships with both internal and external stakeholders.

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50309

Education

**Bachelor of Arts in Business
Administration with a
concentration in Customer
Service Management at
University of Northern Iowa,
Cedar Falls, IA**

Aug 2014 - May 2018

Relevant Coursework:
Customer Service Management,
Operations Management,
Marketing Principles,
Business Communications,
Organizational Behavior,
Human Resource Management,
and Business Ethics.

Links

[linkedin.com/in/angelakintanar](https://www.linkedin.com/in/angelakintanar)

Skills



Employment History

Customer Service Director at Principal Financial Group, IA

Apr 2023 - Present

- Successfully reduced average customer wait time by 25% within the first year of implementation by streamlining processes and optimizing staff scheduling, leading to a significant improvement in customer satisfaction ratings.
- Increased customer retention rate by 15% over two years by implementing a proactive customer engagement strategy, which involved personalized outreach, timely follow-ups, and targeted offers for at-risk clients.
- Led a team of 50 customer service representatives, achieving a 20% increase in overall team performance through regular coaching, skill development, and the introduction of performance-based incentives.
- Implemented a new customer feedback system that resulted in a 30% increase in actionable insights, enabling the company to address customer pain points more effectively and prioritize product and service improvements.

Assistant Customer Service Director at Nationwide Mutual Insurance Company, IA

Sep 2018 - Feb 2023

- Successfully implemented a new CRM system, resulting in a 20% increase in customer satisfaction ratings and a 15% reduction in average call resolution time within the first year.
- Spearheaded a cross-functional team to create and launch a comprehensive customer service training program, leading to a 25% improvement in first-call resolution rates and a 10% decrease in employee turnover.
- Developed and executed a strategy to streamline communication channels, leading to a 30% reduction in customer complaints and a 5% increase in overall customer retention for Nationwide Mutual Insurance Company, IA.
- Managed a team of 30 customer service representatives, consistently exceeding performance targets by an average of 10% each quarter and contributing to a 12% year-over-year growth in revenue for the company.

Certificates

Certified Customer Experience Professional (CCXP)

Oct 2021