

# Ashlyn Leahan

Customer Service Manager

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CT 06103

## Education

**Bachelor of Arts in  
Business Administration with  
a concentration in Customer  
Service Management at  
University of Connecticut,  
Storrs, CT**

Aug 2016 - May 2021

Relevant Coursework: Customer  
Service Strategy, Customer  
Relationship Management,  
Business Communication,  
Operations Management,  
Marketing Principles,  
Organizational Behavior, Sales  
Techniques, and Conflict  
Resolution.

## Links

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

## Skills

Empathy

Adaptability

Conflict Resolution

Salesforce Proficiency

Zendesk Expertise

Time Management

Active Listening

## Languages

English

## Profile

Customer Service Manager with 2 years of experience in leading and developing high-performing teams to deliver exceptional customer support. Proficient in implementing innovative strategies to improve service quality, streamline processes, and increase customer satisfaction. Skilled in problem-solving, conflict resolution, and fostering strong customer relationships. Committed to driving success through exceptional customer service and continuous improvement.

## Employment History

### Customer Service Manager at The Hartford, CT

Mar 2023 - Present

- Successfully implemented a new customer service strategy, resulting in a 30% reduction in average call wait times and a 15% increase in overall customer satisfaction ratings.
- Streamlined the customer complaint resolution process, leading to a 25% decrease in the number of escalated cases and a 20% improvement in resolution time.
- Developed and executed a comprehensive employee training program, which led to a 10% increase in first-call resolution rates and a 5% reduction in staff turnover.
- Implemented a performance tracking system that contributed to a 12% improvement in team productivity and a 7% increase in sales conversion rates.

### Assistant Customer Service Manager at Cigna, CT

Jul 2021 - Feb 2023

- Successfully reduced customer complaints by 25% within the first year by implementing new training programs and streamlining communication processes for the customer service team.
- Achieved a 15% increase in customer satisfaction ratings through proactive follow-ups and timely resolution of issues, as measured by quarterly surveys.
- Streamlined the customer service ticketing system, resulting in a 20% reduction in average response time and a 10% increase in issue resolution efficiency.
- Led a team of 20 customer service representatives to consistently exceed performance targets, with a 30% increase in upselling and cross-selling rates, contributing to a 12% growth in revenue for the department.

## Certificates

### Certified Customer Service Manager (CCSM)

Mar 2022

### Professional Customer Service Certification (PCSC)

Dec 2020