

# Linette Figuera

Customer Service Supervisor

## Profile

Customer Service Supervisor with 2 years of experience in managing and developing high-performing customer service teams. Skilled in problem-solving, process improvement, and performance management. Proven ability to enhance customer satisfaction and drive sales growth through exceptional service delivery. Strong communicator and natural leader committed to fostering a positive team environment and delivering results.

## Employment History

### Customer Service Supervisor at Hawaiian Airlines, HI

May 2023 - Present

- Successfully reduced customer complaint resolution time by 35% within six months, resulting in an increase in overall customer satisfaction ratings from 85% to 95%.
- Implemented a new employee training program that increased team efficiency and productivity by 20%, leading to a reduction in average call handling time from 5 minutes to 4 minutes per call.
- Introduced a performance-based incentive system that led to a 15% increase in upselling of additional services and products, contributing to an additional revenue generation of \$500,000 for the company within a year.

### Customer Service Team Lead at Hilton Hawaiian Village, HI

Sep 2021 - Apr 2023

- Successfully increased customer satisfaction scores by 25% within the first year, by implementing new training programs and providing consistent coaching to the customer service team at Hilton Hawaiian Village, HI.
- Streamlined the guest complaint resolution process, resulting in a 40% reduction in average response time and leading to a 15% increase in positive reviews on popular travel websites.
- Played an instrumental role in achieving a 20% increase in repeat bookings at Hilton Hawaiian Village, HI, by identifying and addressing key areas for improvement in guest experience and fostering strong relationships with returning customers.

## Certificates

### Certified Customer Service Manager (CCSM)

Sep 2021

### Certified Call Center Supervisor (CCCS)

Jan 2020

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## Education

### Bachelor of Arts in Business Administration with a concentration in Customer Service Management at University of Hawaii at Manoa, Honolulu, HI

Sep 2017 - May 2021

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

## Links

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

## Skills

Empathy

Adaptability

Conflict Resolution

Zendesk Proficiency

Salesforce Expertise

Time Management

Active Listening

## Languages

English

Indonesian