

WILLADEAN LAWTER

Customer Support Manager

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PROFILE

Customer Support Manager with 2 years of experience in effectively leading support teams and driving customer satisfaction. Adept at implementing customer service strategies, streamlining processes, and managing diverse customer concerns. Proven ability to foster strong relationships with clients and cross-functional teams, resulting in improved customer retention and loyalty.

LINKS

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

SKILLS

Zendesk

Salesforce

LiveChat

Intercom

Jira Service Management

Freshdesk

Chatbot Development

LANGUAGES

English

Portuguese

HOBBIES

Photography

Gardening

Cooking and experimenting with new recipes

EMPLOYMENT HISTORY

Customer Support Manager at Zendesk, TX

May 2023 - Present

- Successfully reduced average customer response time by 30% within the first six months of joining Zendesk, TX, by streamlining support processes and implementing a more efficient ticket prioritization system.
- Achieved a 20% increase in customer satisfaction ratings within one year by developing and implementing a comprehensive training program for the support team that focused on empathy, communication skills, and product knowledge.
- Led a team of 15 support agents to efficiently handle a 25% increase in support volume during a major product release, maintaining an average first response time of under 2 hours and a customer satisfaction rating above 90%.

Assistant Customer Support Manager at Salesforce, TX

Aug 2021 - Mar 2023

- Implemented a new customer support ticketing system, resulting in a 30% decrease in response time and a 20% increase in customer satisfaction ratings.
- Streamlined the customer support training process, reducing new hire onboarding time by 50% and increasing employee retention by 15%.
- Developed and executed a strategy to target high-value customer accounts, leading to a 25% increase in upsells and a 10% boost in overall revenue.
- Spearheaded a cross-functional project to improve communication between sales, support, and engineering teams, reducing issue resolution time by 40% and increasing customer satisfaction by 18%.

EDUCATION

Bachelor of Arts in Business Administration with a concentration in Customer Service Management at Texas State University, San Marcos, TX

Sep 2016 - May 2021

Relevant Coursework: Customer Service Management, Marketing, Operations Management, Business Communication, Human Resources Management, Organizational Behavior, Business Ethics, and Business Analytics.

CERTIFICATES

Certified Customer Experience Professional (CCXP)

Mar 2022