

Rhiann Caiola

Director of Customer Service

A dedicated and results-driven Director of Customer Service with 5 years of experience in leading high-performing teams, driving customer satisfaction, and implementing strategic improvements to enhance service quality. Adept at fostering a customer-centric culture, streamlining processes and leveraging data-driven insights to optimize operations. Proven track record of cultivating strong relationships with cross-functional teams and key stakeholders to deliver exceptional customer experiences and drive business growth.

rhiann.caiola@gmail.com

(982) 079-8831

1234 Desert Breeze Blvd,
Phoenix, AZ 85032

Education

Bachelor of Arts in Business Administration with a concentration in Customer Service Management at Arizona State University, Tempe, AZ

Aug 2014 - May 2018

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

Links

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

Skills

Salesforce

Zendesk

Intercom

LiveChat

Chatbot Development

Net Promoter Score (NPS)

VoIP Systems

Employment History

Director of Customer Service at GoDaddy, AZ

Apr 2023 - Present

- Implemented a new customer service training program that increased customer satisfaction ratings by 15% within the first year, leading to a reduction in customer churn rate by 8% and contributing to a 12% increase in annual revenue for GoDaddy, AZ.
- Streamlined the customer support ticketing system, reducing average response time by 30% and increasing the resolution rate by 20%, resulting in a 10% improvement in overall customer experience and a 5% increase in customer retention.
- Led a team of 50 customer service representatives and achieved a 90% employee retention rate by implementing employee engagement initiatives and performance-based incentives, leading to a 25% improvement in team productivity and a 7% reduction in operating costs.

Customer Service Manager at American Express, AZ

Sep 2018 - Mar 2023

- Successfully reduced average customer wait time by 25% within the first year, implementing new training programs and streamlining processes for the Arizona customer service team, resulting in increased customer satisfaction scores.
- Increased customer retention rate by 15% over two years, by developing and executing a targeted customer loyalty program and proactively addressing potential issues for high-value clients at American Express.
- Led a team of 50 customer service representatives to achieve a consistent 95% or above on customer satisfaction ratings for three consecutive quarters, through regular coaching sessions and performance improvement initiatives.

Certificates

Certified Customer Experience Professional (CCXP)

Apr 2022

Certified Call Center Manager (CCCM)

Dec 2020