

GARY COURSER

Regional Service Manager

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PROFILE

A highly skilled Regional Service Manager with 5 years of experience in overseeing daily operations, driving efficiency, and delivering outstanding customer service across multiple locations. Adept at managing cross-functional teams, implementing strategic plans, and ensuring consistent achievement of key performance indicators. Proven ability to foster strong relationships with clients and internal stakeholders, resulting in increased satisfaction and retention rates. Committed to continuous improvement and maximizing operational excellence.

LINKS

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

SKILLS

Troubleshooting

Salesforce proficiency

Team leadership

Budgeting

Microsoft Office expertise

Time management

Conflict resolution

LANGUAGES

English

Hindi

EMPLOYMENT HISTORY

Regional Service Manager at General Parts Group, MN

Mar 2023 - Present

- Successfully increased overall customer satisfaction by 15% within the first year by implementing targeted training programs and streamlining service processes for the regional team at General Parts Group, MN.
- Reduced average response time for service requests by 25% in 18 months through the introduction of an efficient scheduling system and proactive communication with clients, leading to a significant improvement in client retention rates.
- Boosted regional revenue by 20% over two years by identifying new business opportunities, expanding service offerings, and fostering strong relationships with key accounts in the Minnesota area.

Assistant Regional Service Manager at Ziegler CAT, MN

Aug 2018 - Jan 2023

- Successfully increased overall customer satisfaction by 15% within the first year of management by implementing targeted service improvements and streamlining communication processes between service teams and clients.
- Streamlined the scheduling process for service technicians, reducing average wait times for customers by 20% and increasing technician productivity by 10%.
- Implemented a new training program for service technicians, resulting in a 25% reduction in repeat service calls and contributing to an overall increase in regional revenue by 12%.

EDUCATION

Bachelor of Business Administration in Operations Management at University of Minnesota, Twin Cities, MN

Sep 2014 - May 2018

Relevant Coursework: Operations Management, Supply Chain Management, Project Management, Quality Control, Process Improvement, Lean Manufacturing, Inventory Management, Logistics, Strategic Planning, and Business Analytics.

CERTIFICATES

Certified Service Manager (CSM)

Oct 2021

Certified Customer Experience Professional (CCXP)

Sep 2020